

## Job Description

<b>Job title:</b>	<b>ME/CFS &amp; LONG COVID Operations Manager</b>
<b>Responsible to:</b>	<b>Alliance Service Manager</b>
<b>Base:</b>	<b>Agile Working</b>
<b>Job Purpose:</b>	<b>The post holder will ensure the safe, smooth, efficient, and effective running of ME/CFS &amp; LONG COVID Service</b>

### MAIN DUTIES AND RESPONSIBILITIES

#### Operations

- Oversee all operational aspects of service delivery
- To delegate appropriate tasks and responsibilities to administrators and reception staff
- Oversee the appointment system ensuring efficiency and effectiveness
- Maintain and regularly update service timetable, ensuring that cover is appropriate in all locations
- Ensure all operations systems work safely and smoothly including the appointments system, messages, visits, results, access, incoming mail, scanning, sharedocs etc.
- Support the maintenance and updating of, referral systems, electronic file/folder storage systems as required
- Maintain up to date service contact information, and other relevant information databases
- Attend podiatry management team meetings, staff meetings and team meetings organising the monthly agenda, booking speakers/ reps and drafting minutes
- Attend (or ensure representation) at location tenancy meetings
- Maintain equipment inventory – liaising with EME/EBME
- Ensure all mandatory training is compliant and up to date via service tracker and notifying staff where appropriate
- Assist with complaints and incidents management - DATIX
- Produce new guidelines and protocols for the administrative and receptionist team communicating and implementing new procedures and providing support, training, and upskilling to the respective teams
- To manage all staff annual leave and sickness
- To undertake risk assessments, return to work and sickness review meetings with all admin and reception staff
- To undertake supervision and appraisals with administration and reception staff as required
- Coordinating annual PAT testing, ensuring locations are prepared for visits
- Coordinating annual health and safety visits at all our locations
- Preparation for CQC visits for administrative and reception staff with attention to resource packs and reception areas
- Being responsible for MSK expenditure spreadsheet and invoices with attention to budgetary constraints

- To monitor Podiatry supplies and the purchasing of new products with attention to budgetary constraints

## Performance

- Ensure the service's administrative processes are efficient, effective and safe e.g. SystemOne task responsiveness
- Monitor key service performance metrics, designing and running reports as required and putting in remedial action plans when targets are not being met

## HR

- Arrange recruitment on behalf of service manager
- Ensure new staff and students are inducted, can access SystemOne, nhs.net, clinical systems such as ICE, and to maintain the relevant induction and information packs
- Manage, monitor and maintain up to date systems and databases relating to staff information and performance (e.g. appraisal, supervision, mandatory training, sickness, annual leave), ensuring compliance where necessary.
- Co-ordinate audit calendar and audit action logs and similar/related tasks on behalf of management team
- Organise staff CPD/team-building events on behalf of podiatry manager as required and directed
- Manage reception and admin staff, systems and processes as directed by the management team (including covering reception if required)

## KEY WORKING RELATIONSHIPS

- Suffolk Podiatry manager/clinical lead/management team
- Suffolk Podiatry clinical team
- Suffolk Podiatry administrative and community reception team
- Federation central team

**Amending the job description:** It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality:** The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".

**Data Protection:** The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures:** The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local

policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General:** The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

**Health & Safety:** Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Anti-Harassment:** The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding Children:** Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

**Safeguarding Adults:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.