**Job Description & Person Specification**

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| Position: | NHS 111 Non Clinical Performance Manager | Division: | NHS 111 |
| Location: | Chesterfield, Derby, Oldbury | Reporting to: | NHS 111 Operational Performance Manager |

Purpose of the Role

To provide proactive and professional management, leadership, support and coaching to call taking staff and to ensure efficiency, quality and safety of the service at all times. Ensure adherence to National Quality Requirements and organisational Key Performance Indicators through proactive and innovative management. Ensure adherence with all contract requirements, work online to a safe and effective standard maintaining own skills and competence. To liaise with key stakeholders and represent DHU in a timely and professional manner as and when required.

Values, behaviours and principles

The post holder is expected to lead by example in terms of role modelling the behaviours associated with our values.

We are always:

·          Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities

·          Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual

·          Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences

·          Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Key Areas of Responsibility & Accountability

* Work in liaison with the operational shift leads to support the real-time management of health advisors, clinical advisors and service advisors on shift ensuring safe, effective and efficient working.
* Provide support through real-time coaching and direction to call taking staff when required.
* Assist call taking staff with NHS Pathways queries when requested or through proactively identifying staff on shift who may need support.
* Be proficient in interpreting and applying performance data to gain a reliable picture of individual and organisational performance and take timely action to address any performance concerns identified.
* Ensure adherence to the National Quality Requirements and Key Performance Indicators relative to the service through team management and whilst supporting the shift.
* Demonstrate and contribute to embedding the DHU Vision and Values across the organisation.
* Support management of complaints and compliments received on shift.
* Maintain own call taking proficiency demonstrating in-depth knowledge of Adastra and NHS Pathways systems.
* Contribute proactively to continuous quality improvement through own practice and through support to others
* Effectively manage own team of call taking staff to deliver safe and efficient service to patients
* Review daily/weekly/monthly performance data statistics against the contract standards and take corrective action with the team to improve performance
* Be able to expertly use data analysis to discuss performance achievements or concerns with staff
* Be able to complete performance development plans with staff that contain SMART objectives
* Provide coaching to staff that supports achievement of objectives and review objectives with team members in a timely manner
* Demonstrate ability to support staff with persistent performance concerns applying organisational HR processes and procedures when required.
* Liaise with CQI Training Team to escalate or discuss performance concerns that have not been resolved through initial coaching
* Ensure team members audit requirements have been completed as per the NHS Pathways licence agreement
* Facilitate feedback to team members following audit; acknowledging achievements and supporting any areas of development identified
* Hold a monthly one to one meeting with all team members to discuss areas such as performance, employee engagement and ideas for service improvement. Increase the frequency of one to one meetings if/when required.
* Meet with team members returning to work from short and long term absence in a timely manner. In conjunction with the CQI Training Team identify learning/training needs and, with the team member, produce a plan to support them with any needs identified.
* Manage and develop individual performance by application of the DHU appraisal cycle ensuring review of objectives is undertaken in an ongoing manner.
* Be able to appropriately apply DHU HR policies such as attendance management, disciplinary, capability, grievance in a supportive, timely and consistent manner.
* Process timesheets and liaise with payroll regarding team member pay related issues.
* Monitor annual leave to ensure that team members are requesting and taking their leave in a measured and timely manner.
* Assist in the investigation of complaints and incidents, as and when required.
* Assist with assessment centres to support recruitment of high quality new employees.
* Ensure contact with new employee team members at earliest opportunity to assist them with queries and to welcome them to DHU.
* Liaise with CQI Training Team to ensure awareness of new employee team member’s progress through training period.
* Complete new team members probationary review in a timely manner ensuring all objectives are met prior to sign off of probationary period.
* Contribute to the real time and contingency management of shifts as required.
* Instigate and facilitate reflection and/or debriefing of challenging calls when necessary.
* To be aware of organisational requirement to maintain good budgetary control and escalate any areas for cost savings identified.
* Escalate any identified risks to the service via organisational policy and appropriate channels
* Demonstrate professionalism and service knowledge when participating in stakeholder engagement and liaison
* Work within and promote the DHU Vision and Values
* Maintain own competence through continuing development
* Seek feedback on own performance from direct reports and line managers
* Participate in the provision of coaching, mentorship, training and the continuing development of call taking staff
* Offer appropriate advice on care practices, delivery and service development within the parameters of own role
* Participate in the ongoing individual and own personal development within the organisation ensuring maintenance and review of own personal development plan.
* Adhere to all DHU procedures, protocols and other relevant memoranda as appropriate
* Attend training and meetings as and when required to do so by senior management
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the Freedom of Information Act, Information Governance and the Data Protection Act.
* Communicate outstanding issues to your immediate reports, peers or the Operational Performance Managers before going off duty. In relation to serious issues, these must be reported to the NHS 111 Senior Operations Manager, NHS 111 Programme and Operations Director or, in their absence, the director on call.
* Notify the appropriate senior manager immediately of any circumstances which may affect the provision of a high quality service.
* Maintain and ensure maintenance of a tidy work environment at all times
* Organise and prioritise effectively own work schedule and work schedule of immediate reports, to ensure operational excellence with minimum supervision
* Deal with matters raised under the Incidents and Complaints procedure/protocol and use the procedure/protocol when answering queries and complying with requests from the Integrated Governance Team for investigations and information requests within the specified timeframe, ie 5 days for statements.
* The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with DHU to ensure that statutory and departmental safety regulations are adhered to.
* DHU is an equal opportunities employer and the post holder will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by DHU.
* DHU is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where DHU’s business is carried out
* Communicate with staff within Derbyshire Health United Ltd and related organisations
* Communicate with Clinical, Non Clinical and managerial staff within participating Clinical Commissioning Groups
* Communicate with staff in local primary and secondary care services
* Communicate with staff within local authority Social Services
* Communicate with Out of Hours and other related services within the health economy
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

It is expected that the post holder will be able to travel to all DHU sites and external meeting locations across the country on request.

Person Specification

The job holder will have the relevant experience and skills to excel in this job role, as further explained in the table below.

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| Experience | * Previous leadership experience is desired, preferably at a management level * Accredited NHS Pathways user preferred however full Pathways training will be delivered upon successful appointment of post * Accredited NHS pathways coach preferred however placement onto the next available coaching course will be actioned upon successful appointment of post * Previous experience of working within a healthcare environment providing telephone triage/assessment preferred * Previous experience of working with staff in a busy service environment * Able to assertively and professionally manage challenge and deliver difficult conversations and feed back * Previous experience of performance coaching preferred * Experience of communication with a variety of people * IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media * Management of staff rostering and rota systems * Knowledge of telephony systems |
| Skills and Knowledge | * Ability to create and manage SMART personal development plans * Demonstrable knowledge of how to engage with people and support them to work to high standards * Excellent interpersonal/ communication skills with a variety of media and all levels of staff with the company as well as external agencies * Ability to contribute to and manage change * Understanding of appropriate delegation * Knowledge of the skills required in order to effectively manage people * Ability to interrogate and apply data from a variety of sources to support performance management * Ability to use initiative * Able to demonstrate responsibility for managing individual team members according to policies and procedures * Accurate record keeping * Excellent telephone manner * Problem solving skills * Decision maker * Effective time management – strong organisational skills * Ability to maintain strict levels of confidentiality |
| Job Circumstances | * Commitment to role * Able to work unsocial hours * Flexibility to meet service/rota needs * Ability to travel to all sites on request and external meeting locations across the country on request. |
| Personal Qualities | * Proven team player * Diplomatic * Sense of humour * Ability to work under pressure * Conscientious, reliable and resourceful * Professional attitude to employment * Pro-active * Self-starter |

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |

DHU Healthcare is a ‘not-for-profit’ community interest company providing a diverse range of services to the NHS frontline, including urgent and emergency care, primary care, out of hours services and NHS111. We operate 365 days a year, 24 hours a day across a wide geographical area including Derbyshire, Northamptonshire; Nottinghamshire; Leicester, Leicestershire & Rutland; Lincolnshire, Milton Keynes, Bath, North East Somerset, Swindon and Wiltshire – a population totalling around ten million. A socially conscious organisation, we provide compassionate, safe, high-quality care to our patients and the communities we serve and offer a supportive work environment to our 2,000 people.  You can find out more about us at [Our profile :: DHU Healthcare](https://dhuhealthcare.com/about-us/our-profile)