East of England Ambulance Service NHS
NHS Trust

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE: **Bedford hub Manager**

AFC BAND: **5**

HOURS: **30 + 1 in 3 on call rota**

DIRECTORATE: Primary Care

DEPARTMENT: **Bedford Primary care**

REPORTING TO: **Bedford Primary Care Operations Manager**

BASE: It is anticipated that all Directors will either be based at the new Headquarters and/or will be expected to work from the new premises for at least part of their working week.

PART B: JOB SUMMARY

To provide leadership, development, managerial and IT administrative actions for the Bedford Technical Links Hub representing the interests of the Bedfordshire and Luton PCTs, and that the hub is functional for the agreed use of provider organisations.

To ensure that the information held on the hub is accurate, up to date and secure.

PART C: KEY RELATIONSHIPS

PART D: JOB SPECIFIC RESPONSIBILITIES

Key Responsibilities

Managerial

1. Accountable for the Day to day management of the Hub Administrator and Docobo Administrator

2. Chairing Hub Users meeting

3. Servicing the Bedford Hub Users meeting

4. Accountable for ensuring the Hub and Docobo and information contained on the hub and Docobo system is secure both from external sources and regarding patient sensitive and managerial information from service providers of the hub.

5. Responsible as lead liaison with Adastra and Docobo with regard to upgrades and changes and agreeing them with users.

6. Accountable as gatekeeper to any requested changes to the system by users.

7. To co-ordinate and be accountable for acting as the central contact point in the event of any failure of the system of the central hub, the inter-linkage and the Docobo system with spokes and service providers.

8. To be the single point of contact for Adastra, Docobo and providers regarding hub and inter-linkage matters.

9. Accountable for leading on resolution of any functionality issues with hub and Docobo system operations ensuring resolution and restoration of normal service from the hub.

10. Accountable for providing Primary Care Centre Manager services on a rota basis 24/7, with responsibility for all Call Centre staff and operations.

11. Accountable for advising, leading, developing and implementing new systems and functionality within Adastra to facilitate provider organisation users requirements. This includes

12. Managing change throughout the department and external spoke hub users working closely with Trust and external Spoke Managers, Clinicians and Administrative Staff to ensure good ownership of new ways of working.

13. Liaising with key stakeholders, including suppliers to ensure that Change is implemented in mutually acceptable ways.

14. Ensuring that Change management is organised to get the best out of the new ways of working for individuals department and external spoke users organisations.

15. Identify gaps and detail impact of change for individuals, departments and spoke user organisations.

16. Identify possible patient risk and continuity of care resulting from any gaps and conduct risk assessments where necessary.

17. To deliver hands on training to users and support them during system implementation "Go Live".

Administration

18. Accountable for ensuring that GP and practice details are up to date, inputting this data in the absence of the Administrator to ensure that delays are minimized.

19. Accountable for ensuring that data sets for the Docobo system are authorised and amended as requested.

20. Accountable for adding users to the system ensuring only access to areas and information on the hub and Docobo system on a need to know basis checked against the person's job description.

21. Accountable for implementing daily checks on the system to ensure that all calls are finished by service providers and clinical notes transmitted to GPs in a timely fashion.

22. Accountable for ensuring accurate merging of multiple patient records, flagging issues and agreeing action with service providers where trends are occurring.

23. Responsible for providing daily telephone advice to community nurses, users of mobile data devices (pocket aremotes).

Reporting

24. Accountable for the provision of a frequent caller report and agree actions with service providers, monthly.

25. Accountable for the provision of a duplicate record report, by service provider, monthly.

26. Accountable for the provision of reports on service provider performance from Adastra, monthly, regarding the National Quality Standards, to the PCT and Commissioners.

27. Accountable for provision of a user logon report, by service provider, monthly and agree actions with providers.

28. Accountable for the writing, using SQL and amendment of reports for new and existing services for all spoke and service users.

29. Accountable for the writing and amendment of reports for spoke, service and commissioners on an adhoc basis.

30. Contingency planning and disaster recover

31. Accountable for Formulating, agreeing and implementing the Contingency and Disaster Recovery Plan for the Hub and Docobo System, re-formulating and updating as new services are incorporated into the Hub.

32. Accountable for acting as central hub communicator between hub, PCTs, service providers and IT support in the event of failure through to recovery.

33. Accountable of the provision of SUI and incident reporting to PCT leads, agreeing and project managing any action plans following any incidents.

Hub Development – project management

34. Working with Adastra and PCTs to develop and beta test any new functions, be accountable for:

   o **Project planning** – meeting with system users to understand the specific requirements if the services/project to outline the technology and information that is available to manage and help delivery of the project.

   o **Project management** – driving project development forward with users and providers via meetings, telephone calls and emails. Ensuring project milestones are met and flagging any issues which may become showstoppers.

   o **Project implementation** - working with Adastra and any other providers to implement a project, involving working closely with Adastra and other service providers configuration specialists to ensure system set up is undertaken as planned, new systems are tested and problems identified and remedied. Ensuring the

service/project supports the organisation's direction, values, strategies and objectives.

35. Accountable for ensuring those providers are aware of relevant new developments and their staff are trained through their own process and assist with co-ordination of dates with Adastra.

Training

36. Accountable for writing training plans for new projects and services.

37. Accountable for writing training manuals for new projects and services.

38. Accountable for delivering both group and individual training sessions for new system users and new service users, both internal and external to the organisation.

Other

39. Have daily contact with the team members and service providers regarding relevant business issues, for the purposes of effective communication.

40. Responsible for maintaining close working relationships and communication with all support particularly IT.

41. Act as Adastra system advisor to both Bedfordshire and Luton PCT's,

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

PART F: STRUCTURE CHART

PART G: PERSON SPECIFICATION

	Essential	Desirable
Qualifications / Attainments 2 A levels one of which must be English or Maths or equivalent 5 GCSEs one of which must be an IT qualification Degree level education or equivalent Clean driving licence	X X X	 X
Skills and Knowledge • Competent in the use of Microsoft Office, Excel and Access packages • Competent in the use of Adastra • Evidence of competence regarding information generation and analysis from IT systems • Excellent written and verbal communication skills at all levels • Excellent organisational skills • Knowledge of current changes in out of hours and other primary care issues	X X X X X	 X
Experience: • Office Management • Managing an unskilled / part time workforce	X X	

• 2 years working in a public sector environment		X
• Working in a primary care setting		X
• Out of Hours working		X
• Liaising and working with independent contractors and suppliers		X
Other specific requirements: Evidence of being: • Team player	X	
• Flexibility and adaptability	X	
• Quick learner	X	
• Committed to personal Development	X	
• Able to work on own initiative and without direct support particularly at weekends	X	

PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: