**Job Description**

**Job Title:** Deputy Shift Manager

**Based:** Wavertree – PC24 HQ

**Accountable to:** Urgent Care Performance Manager

**Hours:** Various – Rolling Rota (inc evenings/weekends/nights)

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| **Job Summary** |
| PC24 delivers a range of Primary Care services across a 24/7 period including GP OOHs, Clinical Assessment Service, Extended Access, Primary Care Streaming, daytime General Practice and Asylum services. These services are delivered across a geographical area covering 7 CCGs and delivering healthcare to approximately 1.3m patients.  PC24’s current portfolio of services are divided geographically into four Service Areas:  Liverpool  Halton and Warrington  Knowsley and St Helens  South Sefton and Southport & Formby  All areas are supported by a call centre function delivered from our Headquarters in Wavertree, Liverpool.  As a PC24 Deputy Shift Manager you will be responsible for supporting the Shift Manager in providing leadership, direction and operational management to the Integrated Urgent Care (IUC) services during an operational shift to ensuring that we deliver high standards of patient care in line with the key performance indicators, all available resources are utilised to the best effect throughout the shift.  At all times the post holder must act in a manner consistent with PC24 values. |
| **Key Responsibilities** |

**Service Delivery**

* Support the operational delivery of PC24 Integrated Urgent Care (IUC) services, working in partnership with the Shift Manager
* Manage patient flow ensuring patients are seen in the correct capacity according to clinical need.
* Support the Shift Manager in proactively reviewing and managing demand, taking remedial actions where required, to ensure all KPIs are maintained
* Manage calls into the service and follow relevant procedures. Which including entering information into clerical systems
* Supporting service delivery by contributing to a robust handover procedure with other shift managers.
* In times of absence and service need, be able to undertake role of shift manager
* Ensure the clinical team are supported and appropriately directed in undertaking their roles.
* Ensure calls, including Healthcare Professional calls are answered within required timeframes.
* Reporting any possible more urgent cases to clinical co-ordinator and working together to ensure appropriate resources allocated across services
* Ensure that breaks for employed personnel are managed effectively without detriment to operational performance
* Ensure that consistently high operational standards are achieved in all parts of the service on the shift to promote positive patient experience and high staff satisfaction
* Proactively direct, guide and support operational staff and clinical staff throughout the shift to deliver the best outcomes for patients
* Monitor clinical and operational productivity and make recommendations for improvement to the Service Delivery Leadership Team
* Ensure that the dispatch queue is managed effectively and that agreed protocols and procedures are used to arrange and monitor patient care
* Ensure that excellent communication methods are used to enable effective collaboration across different parts of the service and other relevant providers
* Ensuring all administrative tasks completed within all services managed with Wavertree base
* Ensure that arrangements are in place to guarantee each Urgent Care Centre operates effectively and to the required standards
* Utilise and deploy the resources available to the service to the best effect throughout a shift in line with service needs
* Manage the interface with NHS111 and ensure that the demand coming into the service from NHS111 and capacity available in the IUC service are managed in line with contracted key performance indicators
* Work within the team to achieve operational contractual requirements and key performance indicators.
* Address any immediate resourcing issues created by sickness or absence and put appropriate contingency arrangements in place promptly
* Provide direction and instruction to colleagues during the shift as required
* Ensure accurate shift report is maintained
* Confident in following contingency plans.
* Be fully up-to-date and observe all Policies and Procedures related to the role.
* Ensure comfort calling is undertaken in line with SOPs
* Report to the relevant operational team any clinical or operational issues.
* Undertaking tasks of Urgent Care Co-Ordinator when needed

**Workforce Development**

* Support the promotion of clear real time understanding of service-wide performance and organisational messages
* Completing Comfort Call Audits and feeding back appropriately
* Engage in the annual appraisal process
* Ensuring training staff members are supported appropriately on shift

**Governance and Risk**

* Always ensure patient confidentiality.
* Ensure that any Health and Safety concerns are raised to the Estates and Facilities team.
* Implement business continuity arrangements in the event of the failure or breakdown of IT, vehicles or equipment.
* Ensure the implementation of key clinical governance standards and risk management arrangements within all services
* Actively manage complaints, concerns and incidents with other clinical and operational personnel as necessary, addressing any issues that arise from the investigation as appropriate and in accordance with organisational policy
* Manage key risks to the effective operation of the service during service delivery

**Continuous Improvement**

* Be compliant with mandatory training as determined by the organisation.
* Attend staff meetings as required.
* Embrace a mind-set of continuous improvement
* Support organisational change to services
* The post holder will partake in any other appropriate adhoc duties as requested.
* The post holder is required to undertake continuous personal development.

**Personal specification**

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| Person Specification | | |
| Education | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent work-based experience | Y |  |
| Skills & Knowledge |  |  |
| Able to demonstrate excellent communication skills with a wide variety of people | Y |  |
| Ability to work under pressure and to tight and often changing deadlines | Y |  |
| Working knowledge of Microsoft Office packages | Y |  |
| Able to demonstrate excellent customer service skills | Y |  |
| Possess a full driver’s license |  | Y |
| Experience |  |  |
| Experience of electronic roster systems such as Rotamaster |  | Y |
| Previous supervisor experience in a contact centre environment |  | Y |
| Experience of building and maintaining effective working relationships at all levels | Y |  |
| Experience of working to Key Performance Indicators | Y |  |
| Understanding and experience of healthcare service delivery |  | Y |
| Experience of working to policies and procedures | Y |  |
| Experience of using Adastra/EMIS clinical systems |  | Y |
| Personal Qualities |  |  |
| Strong interpersonal & communications skills | Y |  |
| Ability to work autonomously and initiate/self-direct own workload | Y |  |
| Ability to evaluate risk and recommendations for resolutions. | Y |  |
| Demonstrates honesty, integrity and promotes organisational values | Y |  |
| An ability to maintain confidentiality and trust | Y |  |
| Demonstrates adaptable, flexibility, enthusiasm and commitment. | Y |  |