



<b>Job Title</b>	<b>Shift Manager</b>
<b>Contract Type:</b>	Permanent
<b>Salary</b>	<b>£40,000 - £47,000 (depending on experience)</b>
<b>Head Office</b>	Edgware, Greater London
<b>Location</b>	Edgware and Maidstone
<b>Reports to</b>	Head of Operations
<b>Responsible to</b>	Chief Operating Officer

## 1. Job Purpose:

The Shift Manager is responsible for the overall performance of those services within the remit of the role. This position will be responsible for the day-to-day delivery of patient transport services to patients in accordance with agreed service contracts, targets, compliance standards, controls, and resource constraints.

The post holder will ensure the delivery of the key performance targets in their area of responsibility and demonstrate continuous improvement in patient experience demonstrating a dynamic aptitude for problem-solving. They will ensure that there are clear and transparent measure of success (KPI's) for their service areas, and these are delivered to the required level with an emphasis on continuous improvement.

The postholder will act as service expert and will lead in the implementation of service improvement as appropriate and act as contributor to the general development of all services within the business, playing key role in delivering projects.

They will be responsible for leading a large multi-disciplinary diverse group of staff, nurturing the staff group, to help them develop their knowledge and skills to deliver a first-class patient transport service in line with our values of **Safety, Comfort and Care**.

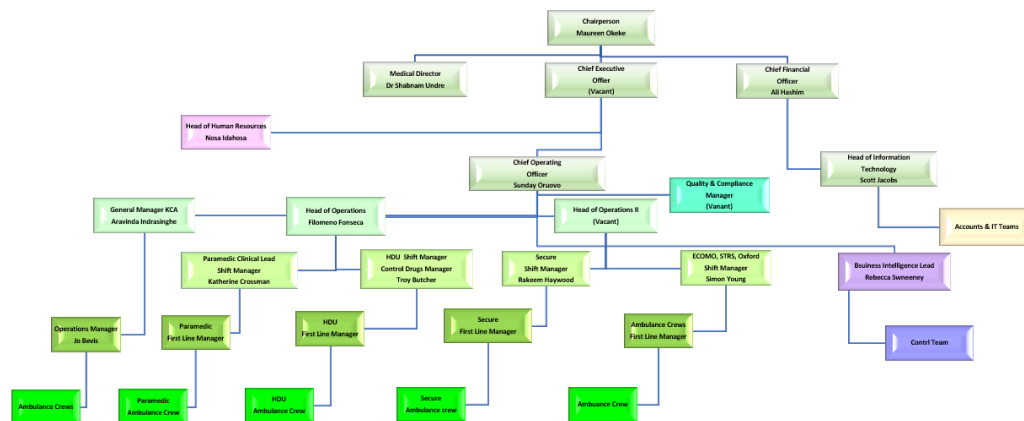
## 2. Key Working Relationships:

<b>Internal</b>	<b>External</b>
CEF, CFO & MD	Senior Management with NHS Trusts
Chief Operating Officer	Clinical Teams with the Trust
Head of Operations	CQC, Compliance and Business links, HSE and other Regulatory Bodies
Head of Human Resources	PAL's and Trust Transport Team
Quality & Compliance Manager	Patient's carers or relatives
Business Intelligence Team	Nursing/Care home staff
Control, IT & Accounts Team	Emergency services



Training & Compliance Team	NHS Trust Hospitals
Fleet Support Team	Health watch; PALS, Client Teams within Trusts
Support Services	External sub-contractors

### 3. Structure:



### 4. Leadership and Management

- Deputise other roles as requested or to ensure continuity of service during periods of leave etc as required.
- Raise the profile of patient-centred care and BEARS values of **Safety, Comfort & Care** within your team.
- Ensure that all appraisal/personal development plans and mandatory training is undertaken by the team to ensure service compliance.
- Manage your team effectively, identifying all learning needs of staff through appraisal and performance reviews and setting appropriate and achievable training and development plans to address those needs.
- Develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
- The postholder will line manage relevant staff for their area of responsibility within the service.
- Contribute to staff development plans which anticipate service changes and developments and which address recruitment, retention and workforce capacity or establishment issues.
- Lead monthly team talks ensuring accurate attendance records and notes are kept. Create a positive channel for two-way communication and understanding of the key priorities and direction.
- Have a clear understanding of the rotas, manage the requests for agency and bank. Ensure policy is adhered to in terms of absence management and reporting any non-compliant shifts, provide a monthly report of any non-compliance and action taken to resolve them.
- Manage sickness, disciplinary and performance issues in line with company policies.
- Ensure compliance with all relevant policies and financial instructions.
- Contribute to and influence service development within the department.

### 5. Performance and Systems Management:



- Be responsible for identifying and resolving day-to-day management issues within the Service.
- Ensure effective processes and procedures are in place to monitor and track performance within the Service. Take appropriate action to manage complex staff rotas and shift patterns to respond to peaks in service and support the service to meet its performance targets.
- Analyse and act on data to ensure balanced demand and capacity modelling, proactively managing adverse situations. This will require reviewing and planning resources to ensure service delivery matches service demands.
- Ensure initiative-taking management of patient pathway issues to ensure all KPI targets are met the arrival and departure performance.
- To take an active role in ensuring that all staff are up to date with the policies and procedures.
- Ensure that all failed transport bookings are communicated to the appropriate clinic in a timely manner and that any repeat offenders are future checked for transport need and robust measures are implemented to reduce waste and deliver efficiency.
- Ensure training compliance records are managed appropriately by the administrative teams and that validation is kept up to date for all your team.
- All staff within your team are effectively managed according to policies and procedures in a timely and efficient manner.

#### **6. Collaboration & Communication:**

- The postholder should be able to demonstrate the ability to communicate at all levels and overcome barriers to understanding across a broad demographic likely to include patients, members of the public and staff who will require an empathic approach to ensure understanding and to provide reassurance and direction.
- Be the first point of contact for reporting from operational staff and for any enquiries beyond the scope of your team including patient communications, ensuring all information is managed effectively.
- To be able to communicate at all levels and ensure effective two-way communication regarding the service within your remit.
- To ensure smooth running of the patient transport service, giving advice, guidance and reports as required to other managers, the Senior Management Team, and stakeholders.
- To be responsible for the dissemination of information as required to internal team meetings and via one to one's with staff.
- To investigate and support the response to patient queries / complaints within the team to ensure these are dealt with promptly and effectively promoting a positive patient experience.
- Maintain appropriate documentation of all complaints or commendations.
- Monitor trends and number of complaints by service types, create case study and share learning with the wider team.
- To ensure the establishment and maintenance of good customer relations with all transport users, collaborating with them to ensure that mutual requirements are met.

#### **7. Patient / Service Pathways:**

- Continuously review abort list and daily performance management reports. Action changes or improvements to ensure that patients are receiving an improved experience.



- Actively manage and influence of the delivery of service patient pathways that are under postholders control.
- Support and direct your teams to identify areas of mismatch between demand and capacity and work with your team to ensure these are resolved.
- Add value to the patient journey to avoid duplication of effort and ensure consistency of service ensuring an effective inter hospital transfer process.
- Work with clinical teams to improve patient care experience, whilst improving productivity and efficiency. Demonstrate that you have various projects in place to continuously improve patient care, experience, and outcome.
- To lead in the complaints investigation process and liaise with the business support team to ensure thorough investigations and learning is identified and formulate appropriate replies in a timely and appropriate manner.
- Work in conjunction with the relevant Management Team members in supporting service changes based upon findings of audit, review groups, focus groups, storytelling, and surveys, as well as own findings.

## **8. General Management:**

- Ensure service is running efficiently.
- Managing the patient/staff interface.
- Managing team or individual performance issues.
- Ensuring key performance indicators are met and where not, appropriate action is taken to rectify the issue.
- Development of your staff in line with the company policies and annual appraisal.
- Manage staff performance issues by conducting thorough investigations and compiling concise reports in line with company policy.
- To collaborate closely with colleagues and site-based teams to efficiently deliver this service.
- To communicate with Business Intelligence Team highlighting significant service pressure when they arise. Work through effective solutions to resolve issues both immediately and in terms of re occurrence.
- Actively support team feedback and take appropriate actions to support varying standards of performance by effectively managing our fleet resources and ensuring all safety and equipment checks are conducted by staff and any defects reported in line with the department procedures.
- Resolve day-to-day issues across your service area, collaborating closely with multi-disciplinary teams, including (but not limited to) patient flow problems, escalating to SMT as required.
- In conjunction with clinical staff ensure that patient transport is only provided where the patient meets the agreed eligibility criteria according to the service contracts.
- Provide support and training to staff on the cleric patient transport booking system.
- Analyse and interpret operational situations and make informed and balanced operational decisions to enable an effective patient focused service. This may involve complex and difficult decision making to achieve a desired outcome for the patient.

## **9. Financial Management**

- Support the Head of Operations to manage and monitor performance so that the service both meets its financial and operating performance targets.
- Identification of any anomalies, trends in expenditure or invoicing from suppliers, undertaking further investigation and identifying causes as appropriate in conjunction with the Head of Operations.

- Ensure that the most cost-effective use of resources including managing overtime to maintain finances in line with the operations budget.
- Ensure staff hours are recorded accurately to ensure, pay do not suffer unnecessary financial hardship due to errors links to in-correct hours recorded in their timesheets for payroll.
- Ensure hours are recorded correctly with a view of minimising errors that could be financially detrimental to both staff and Company and where possible/applicable prevent fraud.

## 10. Working conditions

Criteria	Description
<b>Physical</b>	<p>The post holder is occasionally exposed to episodes of light exertion, for example, whilst moving and handling equipment.</p> <p>Standard keyboard skills required.</p> <p>The post holder may occasionally be required to lift, push, and pull objects, using trolleys in accordance with company manual handling guidance.</p> <p>The post holder will be required to travel between the Trust sites.</p> <p>There are frequent times they will be required to sit, stand, or walk.</p>
<b>Emotional</b>	<p>The post holder will be more than likely exposed, more than once a month, to circumstances that are distressing or emotional e.g., employee relations issues.</p> <p>They will frequently be required to support staff/patients/clients during discussions and decision-making processes.</p> <p>The post holder must be able to work successfully under pressure of time and resources.</p> <p>They may have to deal with staff and occasionally patients and their families who are angry/upset/tearful.</p> <p>Staff members will occasionally be exposed to emotive situations while working E.g., Death, child protection issues/cases.</p>
<b>W o r k i n g Conditions</b>	<p>Frequent episodes of exposure to VDU screens whilst inputting data.</p> <p>May be exposed to verbal abuse from distressed patients or family members.</p>
<b>Mental</b>	<p>Frequent requirement for effective concentration when undertaking work-based activities for example:</p> <p>Telephone interaction with patients/clients/staff report writing and management case investigations with internal and external clients/ patients/ staff during meetings etc.</p> <p>The work is often unpredictable, and the post holder may have to adapt to change in brief time frame and be able to deliver outcomes.</p> <p>Concentration is required for analysing data, writing reports, attending meetings etc.</p> <p>Will be frequently interrupted due to the operational nature of the role.</p>

## Person Specification:

Domain	Essential Criteria	Desirable Criteria
<b>Qualification</b>	Degree or equivalent	
<b>Experience</b>	<p>Experience in patient transport or similar environment .</p> <p>Previous experience in a management position.</p> <p>Experience in the development and implementation of operational processes and systems.</p> <p>Managing and recruiting staff.</p> <p>Experience in using computerised systems as well as PC based facilities such as spread sheets, databases etc.</p> <p>Experience of staff change management.</p>	<p>Experience of the NHS</p> <p>Up to date Ambulance qualification (F R E C 4 minimum) with demonstrable experience</p>
<b>Skills</b>	<p>Effective communication, negotiating and presentation skills.</p> <p>Outstanding written and verbal skills.</p> <p>Computer skills.</p> <p>Ability to plan and implement change effectively across the area of responsibility.</p> <p>Ability to manage a large team of staff to deliver a high-quality professional service.</p> <p>Ability to articulate and persuade others and represent / function as an ambassador for the company.</p> <p>Excellent interpersonal and people management skills.</p>	<p>Ability to use a range of influencing strategies to bring about change and modernization of services.</p>

<b>Knowledge</b>	Understands the need to work collaboratively with internal and external stakeholders to achieve positive outcomes.	A working knowledge of regulations and CQC A working knowledge of process mapping. Understanding of Equal Opportunities policies and procedures. Understanding of Data Protection Act/ GDPR
<b>Other</b>	Committed to continuing own professional development. Professional pro-active attitude	

## About Us

BEARS has focused on quality, which defines the company and differentiates it from its peers (and competitors). Our emphasis remains to provide high quality service which underpins our values of standards of **Safety, Comfort and Care**.

Our staff are our greatest assets, displayed in our first-class training, and generous package as well as providing them with appropriate tools (including PPE and other materials), to enable them to deliver the highest standards of patient care. The return for this strategy is evidenced in our Key Performance Indicators (KPI's) and the level of retention on our contracts from existing NHS customers.

BEARS currently provide the following Patient Transport services: High Dependency, Bariatric, Mental Health and ECMO, which our NHS clients recognise as dependable, unlocking new opportunities for further specialist ambulance services in Critical Care, Neonatal and Paediatric Intensive Care services.

## Staff Benefits

- Company Pension Scheme
- Health cash plan after 6 months
- Access to company gym
- Clearly defined progression paths with training and support
- E-car scheme (Salary sacrifice/subject to eligibility)