JOB DESCRIPTION

POST: Invited Review Manager

DEPARTMENT: Professional and Clinical Standards

RESPONSIBLE TO: Head of Invited Reviews

BAND: 3b

JOB SUMMARY

The Review Manager will be principally responsible for managing complex and demanding RCS Invited Reviews relating to individual surgeons and surgical services referred to the College by healthcare organisations following potential concerns being raised or because they need assistance with improving aspects of service delivery or design.

A significant part of the work will involve planning and managing the process of review visits in accordance with RCS procedures and adapting to overcome challenges as they arise. This includes managing visits to hospitals and producing detailed Invited Review reports. The Review Manager will also play a key role in contributing to the development of the RCS Invited Review service.

This post is based in the College but will require frequent travel across the United Kingdom and out of hours work.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Invited review management

- Managing a demanding and complex caseload in a timely manner, working closely with senior College staff and Council members.
- Managing reviews of individual surgeons and surgical services. Including:
  - Working with the Invited Review Coordinator to manage the planning process for the visit and leading discussions with the review team and other key personnel to design an invited review visit addressing the terms of reference agreed;
  - Working with senior managers at the healthcare organisation, the members of the review team to determine the scope and method of the review;
  - Managing (with the Invited Review Coordinator) the collection of extensive case information and ensuring that the reviewers have the resources that they require;
  - Acting as the RCS process lead during the review, working closely with the review team to ensure effective analysis of the information received;
  - Managing the review visit, including providing advice to reviewers about RCS processes, facilitating strong team working with new teams of reviewers in a short period of time, motivating the review team and providing feedback, and ensuring the terms of reference for the review are addressed;
  - Managing potentially difficult and highly sensitive situations;
  - Ensuring that the reviewers gather a sufficient evidence to produce evidence-based findings, conclusions and recommendations about whether causes for concern exist about the practice of an individual surgeon or surgical service;
• Advising the reviewers on how to deal with any serious concerns arising, and managing relationships with the healthcare organisation commissioning the review and surgeons/managerial staff involved when doing so. Communicating serious concerns to senior College staff as they arise and agreeing the actions to be taken;

• Ensuring that, where concerns have been raised that may necessitate regulatory involvement, these are well documented, communicated clearly to the healthcare organisation, and acted upon in a timely manner;

• Drafting, editing and managing the production of complex and detailed review reports, ensuring that the findings, conclusions and recommendations, address the terms of reference for the review. Negotiating with reviewers and senior managers about the content of the report to agree its final content.

• Maintaining appropriate communication with RCS reviewers, organisations commissioning reviews and the surgeons involved regarding progression of the review visit and the report writing process.

• Managing highly sensitive and confidential information – including producing correspondence to the agreed corporate standard, maintaining accurate records that demonstrate a proper decision making process, and handling confidential information in accordance with RCS protocols.

2. Team working, communication and working relationships

• Communicating with senior managers and consultant surgeons at healthcare organisations about the invited review process and providing advice on how it might be used. Leading discussions explaining in detail the services offered by the College using tact and diplomacy to ensure that all parties engage – often in difficult and challenging circumstances.

• Developing effective working relationships, despite possible strained circumstances, with senior representatives of commissioning healthcare organisations (e.g. Medical Director, Chief Executive) as well as consultant surgeons who may be subject to - or involved in - the review.

• Developing effective working relationships with internal College team members at all levels.

3. General

• Working with colleagues to ensure that review policies and guidance are up to date and reflect best practice in review visits.

• Participating in the quality review of cases, learning from feedback and carrying out any actions in a timely manner.

• Leading on Invited Review and wider PCS development projects and managing time appropriately to ensure these are delivered within agreed timescales, while maintaining progress of a caseload of invited reviews.

• Adhering to procedures and policies in the areas of risk management, confidentiality and equality and diversity and ensuring they are promoted within Invited Reviews.

• Producing detailed written and oral briefings in relation to invited reviews, legal or other formal proceedings, and also in relation to media and communications enquiries.

• Actively contributing to the Invited Review team’s bi-annual committee meeting, including presenting case briefings and updates on service improvement projects.

• Participating in the delivery of reviewer update days, including giving presentations on the work of the invited review team.
Undertaking continuing professional development (including participation in training events) in areas relevant to the job and to the individual’s personal development.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 1998. Employees should have read and understood the College’s Records Management Policy and should follow all agreed records management procedures, seeking advice where necessary.

PERSON SPECIFICATION

POST: Invited Review Manager

In applying for this post we would ask that you provide details of your experience, including specific examples, in relation to each of the following essential criteria.

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<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td><strong>Experience/Knowledge</strong></td>
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<tr>
<td>Educated to degree level or equivalent experience</td>
<td>Strong written communication skills and experience of/ability to draft and edit reports effectively.</td>
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<td><strong>Experience/Knowledge</strong></td>
<td>Strong oral communication skills, including highly developed negotiating and influencing skills.</td>
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<td><strong>Skills</strong></td>
<td>Ability to demonstrate a results-driven, customer-focused approach, recognising and adapting to the needs of service users.</td>
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<td>Ability to prepare and present case briefings to senior staff, both orally and in writing.</td>
<td>Ability to handle challenging situations with tact, diplomacy and empathy, coupled with resilience to meet the sensitivities of individual situations, including challenging behaviour.</td>
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<td>Ability to analyse and understand complex issues, and offer workable solutions to problems arising in individual cases with an ability to understand and assimilate legal and procedural issues, with keen attention to accuracy and detail.</td>
<td>Highly organised with an ability to work effectively under pressure and to strict deadlines.</td>
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<td><strong>Skills</strong></td>
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- An ability to work effectively in a team, supporting and encouraging other team members.
- An understanding of and commitment to equality and diversity at work.
- An ability to maintain confidentiality at work.
- A commitment to continuing professional development, taking advantage of opportunities within the current role to undertake training and demonstrate learning.

You will need to demonstrate the above with reference to the following KEY COMPETENCIES:

CUSTOMER FOCUS
- Understands and contributes to a strategic approach to customer service
- Ensures high standards of service delivery and encourages continuous improvement
- Ensures confidentiality
- Keeps self/team/department up to date with knowledge of departmental and College-wide issues so as to maintain a good customer service level
- Seeks out diverse customer needs, evaluates and adapts services, working practices and processes accordingly.

PERSONAL RESPONSIBILITY
- Establishes and upholds a culture of personal responsibility
- Demonstrates accountability for overall service and ensures accountability in others
- Creates a culture of coaching, learning and development
- In-depth knowledge of own function and recognised as a professional role model within the College and beyond
- Recognises the value of and promotes diversity within the workplace

COMMUNICATION
- Communicates assertively, confidently and clearly at the most senior levels inside and outside the College
- Influences at all levels
- Is able to communicate complex issues logically and persuasively
- Seeks ways to improve cross departmental and external communication

CREATIVITY AND INNOVATION
- Develops a culture that actively seeks the ideas and input of others
- Contributes new ideas that will help achieve the College’s business plan and ‘adds value’
- Draws on own and others expertise and experience to develop and implement ideas
- Evaluates the benefits, practicalities and value for money of ideas
- Commits self and appropriate resources to pursuing and developing new ideas.

DEALING WITH CHANGE
- Anticipates, creates and leads change positively
- Helps others understand the reasons for change
- Is flexible and positive about change
- Engages stakeholders within the change process
- Anticipates barriers and takes steps to overcome these
- Reviews and reinforces the effectiveness of changes made.
TEAM WORKING

- Demonstrates corporate focus
- Develops effective working relationships and partnerships
- Enhances team effectiveness.

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for short-listing and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

The Royal College of Surgeons of England is an Equal Opportunities Employer.