**Template role description – endoscopy management lead**

The endoscopy service management lead provides day to day support to the clinical and administrative team and provides support to achieving and maintaining JAG accreditation. This is done in coordination with other members of the endoscopy leadership team.

The management lead collaborates to ensure the delivery of effective patient focussed service. This includes strategically managing and developing an evolving and developing services in accordance with standards and indicators as outlined by relevant bodies such as JAG, NHS England and is equivalents in the devolved nations, and the CQC and equivalents.

The management lead role is pivotal to managing endoscopy workstreams to achieve accreditation. The role should specifically lead on the standards that relate to access, efficiency and the administrative workforce.

**Core functions related to JAG accreditation:**

* **Service planning and organisation**
  + Support the clinical lead with the development of annual business plans for endoscopy
  + Assist the endoscopy team in monitoring and achievement of national and locally agreed standards. This includes JAG accreditation standards, accreditation assessments and annual reviews.
  + Lead annual reviews including capacity and demand and staffing.
  + Lead business planning to support effective service delivery including planning and procurement of endoscopic equipment.
  + Support new initiatives and ways of working to improve patient care.
  + Supervise and support the development and use of endoscopy management and clinical information systems to ensure all data is accurate and regular monitoring is in place.
  + Ensure that systems are in place for safe and effective management of all documents including clinical protocols and patient information.
* **Unit management and efficiency**
  + Develop and maintain effective communication and decision-making systems within the endoscopy service.
  + Ensure the national access indicators are met focusing on cancer, diagnostic & surveillance targets for endoscopy patients.
  + Lead a regular (weekly) management activity meeting focusing on managing waits, demand and capacity and list utilisation.
  + Ensure safe and effective surveillance waiting list management and support for clinical validation. Liaise with the oganisation’s surveillance lead.
  + Provide support for contract review meetings or investigations.
* **Clinical governance**
  + Support the endoscopy users group or equivalent committee.
  + Lead and monitor clinical / adverse incidents and trigger events, develop and agree action plans and reports, fostering a no-blame culture.
  + Ensure the review and maintenance of clinical policies, protocols and other key documents within the service
  + Facilitate regular audit and evaluation of all aspects of the endoscopy service as per the JAG standards ensuring the involvement of staff and patients.
  + Oversee governance review of reported incidents and trend analysis working with clinical leads to learn from incidents and Improve the service.
  + Ensure patient feedback is obtained and acted on at least annually.
  + Ensure staff feedback is obtained and acted on at least annually.
  + Lead complaints and investigations of incidents within the service.
  + Liaise with and support the safety lead.
  + Communicate service support to organisation patient lead.
* **Workforce and training** 
  + Provide an effective learning/supportive environment for all staff that enables staff to meet personal and organisational objectives.
  + Set and monitor standards for competency assessment of administration staff.
  + Identify annual training needs identified through the appraisal process or individual performance reviews.
  + Support the implementation of mechanisms to enable structured reflection, clinical supervision, and development of supportive networks, mentoring and coaching to take place.

**Key working relationships**

* Service leads (medical, nursing & surveillance leads)
* Safety lead (ISREE)
* Endoscopists
* Governance team
* General manager
* Heads of operations
* Medical director
* Clinical system suppliers