

## **ST. JAMES'S HOSPITAL**

<b><u>Job Title:</u></b>	Operational Lead for Access – Scheduled and Unscheduled Care
<b><u>Grade:</u></b>	General Manager/Functional Officer
<b><u>Department/Directorate:</u></b>	Bed Management
<b><u>Reporting to:</u></b>	Chief Operations Officer (COO)
<b><u>Salary Scale:</u></b>	€85,747 - €106,660
<b><u>Closing Date:</u></b>	Sunday, 8 <sup>th</sup> February 2026
<b><u>Interview Date:</u></b>	W/C 23 <sup>rd</sup> February 2026
<b><u>Ref:</u></b>	002094

### **PURPOSE OF THE ROLE**

The post holder will be the operational lead for patient access in St. James's Hospital, for all admissions, both scheduled and unscheduled care and egress pathways.

### **QUALIFICATIONS & EXPERIENCE**

#### **Essential:**

- Third-level qualification in business, health management, public administrations, or another related field.
- 5 years' experience at senior level in the acute hospital sector.
- Strong analytical skills and experience in data analysis.
- Experience in waiting list management.
- Demonstrate an understanding of Patient Flow through a busy Acute Hospital.
- Demonstrate knowledge of public healthcare policy and strategic direction.

#### **Desirable:**

- Experience in service redesign, transformation, or lean methodologies
- Postgraduate qualification in health planning or related discipline

### **MAIN DUTIES, ROLES & RESPONSIBILITIES**

- To anticipate and proactively address services needs through proactive management of patient flow throughout the hospital.
- Coordination of all outpatients, inpatients and day case waiting lists to include reviewing and validation to ensure accuracy and transparency internally and externally.
- Work closely with the ADON in Patient Flow, Bed Management, Operations Managers and Directorates to ensure a coordinated approach to Scheduled and Unscheduled Care access and egress.
- Ensuring the bed capacity is optimised efficiently to enable appropriate and timely access to patients requiring admissions to the hospital.

- Ensuring that effective admissions and discharge policies and procedures are implemented and compliance maintained.
- Evaluate and access systems and processes and lead on transformation changes within scheduled and unscheduled care systems.
- Provide leadership and oversight of all outsourcing and insourcing activity related to Scheduled care and Unscheduled Care.
- Develop, implement and maintain responsibility for the delivery of compliance to the National Service Plan targets for Scheduled and Unscheduled Care in addition to the annual Waiting List Action Plan (WLAP) and Urgent and Emergency care (UEC) plans.
- Maintain the relationship with the Hospital's key partners in the REO/IHA, NTPF, Access & Integration and the BIU teams.
- Analysing monitoring and forecasting trends in respect of all admissions and discharges.
- To manage and provide the relevant information on all relevant Acute Hospital care key performance indicators for scheduled and unscheduled care.
- Provide full information to the COO on all key performance indicators through regular updates reporting proactively on any areas of concerns.
- Ensuring that local and national escalation policies are adhered to as appropriate.
- Management of all staff in flow, admissions, discharge, waiting list co-ordinators, including operational management of nursing and other staff allocated to the department.
- Deputise for COO in their absence.
- Participate in the Senior Manager On Call rota.

### **WAITING LIST MANAGEMENT**

- Managing and maintaining waiting lists for both inpatients and day surgery patients in close collaboration with the Clinical Directors and Directorate Operations Managers. Oversight of outpatient waiting list management performance and adherence with KPIs.
- Reporting weekly to the COO, Clinical Directors, Directorate Operations Managers, on current and up to date waiting list performance.
- Engaging with the relevant stakeholders both within the hospital and external agencies as appropriate, to address capacity and demand issues in a timely manner to enable escalation measures as required.
- To coordinate and lead on all outsourcing initiatives to include internal and external communication and ensure robust processes are in place to assure the COO that all patients remain accounted for until removed from waiting list. Liaising with finance to ensure billing policy, invoicing and payments is up to date.
- To coordinate and lead on all non-recurrent waiting list initiatives to include operational management and support where required to ensure delivery, internal and external communication and ensure robust processes are in place to assure the COO that all patients remain accounted for until removed from waiting list. Liaising with finance to ensure billing policy, invoicing and payments is up to date.
- In collaboration with the Informatics Directorate updating, validating and responsible for submitting SDU/NTPF/REO/IHA/HSE data in a timely manner as required daily, weekly and monthly. Specifically, responsible for the daily Trolley Gar and SBAR returns, weekly scheduled care reporting and monthly activity and bed opening / closure returns among other relevant reporting, as required.
- Liaising with appropriate external agencies on access issues relating to scheduled admissions of patients attending St. James's Hospital.
- Work closely with Directorate Operations Managers to ensure a coordinated approach to Operations Management at Hospital Level.

## **GENERAL BED MANAGEMENT & PATIENT FLOW**

- Attending and leading patient flow huddles with relevant stakeholders to enable early and sufficient discharges and providing update on the schedule care access requirements.
- Ensuring the application of best practice including the generation of action plans to continuously improve the effectiveness of the bed management function in the hospital in collaboration with Directorate Teams.
- Overall responsibility for formulating, implementing and maintaining up to date policies for scheduled and unscheduled care. Coordinating and guiding the implementation of the SOPs in consultation and collaboration with appropriate stakeholders including senior hospital management, Directorate, Clinical Directors and Operations Managers, DSMs, Consultants and Clinical Nurse Managers.
- Working directly with consultants, senior nurse management and hospital management on, and being accountable for, ensuring that admission / discharge decision making process is effective. Where any remedial action is necessary, make appropriate proposal to the senior hospital management.
- Have oversight on delayed transfers of care (DTOC) and complex discharges.
- Providing regular timely reporting of elective and emergency bed and resource utilisation to senior management and circulating on a regular basis, reports for key clinical decisions makers on resource utilisation within the acute sector.
- Lead on the delivery of the hospital's 7 Day length of stay (LOS) review process.
- Supporting and leading on the delivery of the hospital's Digital Visual Management System (DVMS) and the associated internal escalation processes to include escalation of delays to patient care, flow, egress and repatriation to and from the hospital.
- Contribute to the planning and co-ordination of winter and other bed management initiatives.
- Direct and active participation in service planning, implementation and evaluation of overall resource management of the hospital, including continuous quality audit and performance measures specific to the access – scheduled and unscheduled.
- Liaise effectively with consultant medical staff and their support staff, GPs, accident and emergency staff, nursing management and other staff as appropriate to ensure effective guidance and protocol application to all admissions, discharges and transfers across the hospital.

## **STRATEGY**

- Liaising with senior management to develop service plans and reporting frequently on their progression.
- Lead on change/transformation projects for scheduled & unscheduled care systems & processes.
- Defining and communicating local objectives that will ensure the achievement of the organisational strategy within resource limitations.
- Implementing effective controls to monitor, evaluate and report the standards of delivery within the area of bed utilisation.
- Taking ultimate responsibility for the effectiveness of service delivery.
- Creating a culture of accountability, openness to change, respect for the individual and team that supports the achievement of local and national KPI's.
- Advising on the optimal use and cost-effective management of in-patient and day care resources for both public and private patients, in accordance with the hospital / provider business plan or service plan.
- Development of effective management arrangements with colleagues in other acute hospitals and in the non-acute sector as required.

## COMMITTEES

Membership of, and meeting with, appropriate committees including but not limited to:

- Lead on the delivery of the Hospital's Access programme and plan, coordinate and manage the monthly Access Committee meetings on behalf of the CEO and COO
- Major Incident Planning Committee
- Outbreak Preparedness Committee
- ED Escalation Committee: as required
- Any other committee/groups that may be put in place to deal with issues surrounding the effective management of beds and other resources required in relation to admissions, discharge etc.

## MANAGEMENT RESPONSIBILITIES

- To be accountable and responsible for own actions and adhere to all policies, protocols and guidelines in St. James's.
- To participate in other projects that require scheduled care planning input, as appropriate, for example the implementation of a new PAS system for the Hospital among other similar projects.
- To participate in the design and implementation of Clinical and Corporate projects and initiatives which scheduled care planning input.
- To support the operational management and optimisation of the Hospital's step down and transitional care facilities.
- To support and maintain the Hospital's public and private bed maps, treatment capacity and the national Bed Management System.
- To advise on commercial arrangements with other state agencies and with third parties.
- To ensure that audit tools are evidence and research based.
- To communicate and educate appropriate staff on the audit process.
- To undertake other duties as assigned by COO.

## PARTICULARS OF OFFICE

1. The appointment to this post will be **Permanent, Full-Time & Pensionable**.
2. Annual Leave allowance is **30 days per annum**.
3. The person appointed must not give less than **three months' notice**, in writing, of intention to resign.
4. Normal working hours will be **35 hours per week**.
5. You will be required to work the agreed roster/on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8.00am – 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement.
6. Incremental credit is normally granted on appointment, in respect of previous relevant experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

## GENERAL CONDITIONS

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years
3. All accidents within the department must be reported immediately.
4. In accordance with the "Safety, Health and Welfare at Work Act 2005", all staff must comply with all safety regulations.
5. St James's Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.
6. In the event that we receive a large number of applications and while you may meet the eligibility requirements of the competition, it may be decided at shortlisting to reduce the numbers being invited to interview. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or

incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

### **PROFICIENCY IN THE ENGLISH LANGUAGE**

A level of proficiency in the English language is a requirement of all roles within St. James's Hospital. Proficiency in spoken English is assessed during the interview process.

### **HEALTH**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **INFECTION CONTROL AND HYGIENE**

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

### **CONFIDENTIALITY**

In the course of your employment, you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

### **ENQUIRIES**

Ms Aisling Collins, Chief Operations Officer; Phone: 01 416 2358; Email: [coo@stjames.ie](mailto:coo@stjames.ie)

### **APPLICATION PROCEDURE**

To apply for this position please complete the online application process, which includes the upload of a C.V. no later than **Sunday, 8<sup>th</sup> February 2026.**

Please note if you are including a cover letter, you must upload your cover letter along with your C.V. as a single document.

*A panel may be formed from which future vacancies will be filled*

**St. James's Hospital is an Equal Opportunities Employer**