

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Rota Co-ordinator – General Surgery and Urology
Reports to	Service Manager - Surgery
Band	Band 5
Department/Directorate	General Surgery & Urology

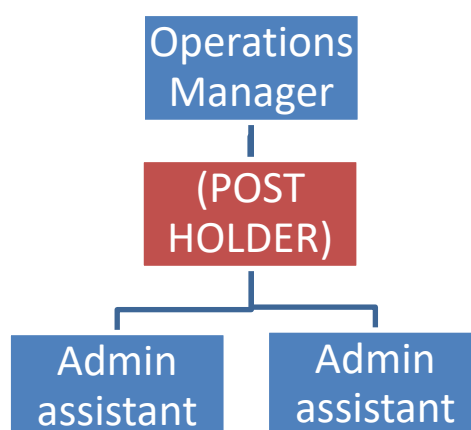
JOB PURPOSE
<p>Produce and Manage the complex General Surgery & Urology rota for Consultants, SAS and Junior Doctors. To act as a contact point for day to day enquiries for Consultant, SAS and Junior Medical Doctors. Provide support to the lead Clinician, advising on staffing levels, day to day issues effecting anaesthetics, critical care and inpatient departments. In this role, the post holder will provide and receive complex, sensitive and contentious information, requiring significant skill and diplomacy in managing. The post holder will be required to use persuasion, skill and experience to achieve a satisfactory and safely staffed rota, including matching staff skillsets to appropriate theatre lists in order to maximise productivity. This is essential for the Trust to meet National targets and ensure patient safety is not compromised. The post holder will ensure that patient is the first priority and is the centre of all activity.</p> <p>In accordance with Trust policy, co-ordinate annual and study leave for Consultant, SAS and Junior General Surgery and Urology Doctors to ensure Theatres, Critical Care and Inpatient Service demand is met. But also staff professional and annual leave is facilitated. This will need to be recorded appropriately on Health Roster. Authorise annual leave based on criteria and make recommendations to the Rota Consultant based on the impact to the department.</p> <p>Support induction for all new Consultant and SAS General Surgery & Urology doctors, including: allocating time for departmental induction, Trust induction, Epic training, orientation, co-ordinating leave/study leave requests in advance. In addition to this, support all General Surgery & Urology Junior Doctors at six month intervals in line with rotations.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Manage the requirements of annual leave, study leave and sick leave for Consultants, SAS and Junior Doctors , assessing potential short falls in team and arranging cover as appropriate, ensure that all Doctors arrange swaps for on-call duties. In cases of unplanned leave, negotiate with Doctors to provide cover in on-call gaps. Ensure rota is up to date where duties have been swapped and all services are maintained.</p> <p>Advanced planning and construction of rotas for the Trust to ensure that they are produced in a timely manner, enabling effective running of 642 meetings. Management/re-design of rotas to minimise locum expenditure due to sickness/unplanned absences.</p> <p>Frequent, concentration with attention to detail to be able to allocate General Surgery and Urology staff in response to changes in the rota for all services.</p>

KEY WORKING RELATIONSHIPS
<p>No. of Staff reporting to this role:</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis .This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p>

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Senior Management teams • HR department • Lead Clinician, Consultants, Non-Consultant Career Grades, Junior Doctors, Specialist Nurses and other members of the anaesthetic department multi-disciplinary teams • Divisional Management Team • Members of the multi-professional team • Administration and secretarial teams across the Trust • Administrative and Clerical staff within area of responsibility 	<ul style="list-style-type: none"> • External organisations/providers

ORGANISATIONAL CHART



FREEDOM TO ACT

Post holder will be required to work without close supervision and will be guided by Standard Operating Procedures but will not be required to interpret broad policy or establish standards across the department.

COMMUNICATION/RELATIONSHIP SKILLS

To receive, consider and manage complex issues with regards to the General Surgery & Urology rota, to include but not limited to: skill matching staff to theatre list, managing and covering staff absences across the department, provision of absence reports to enable on-call rotas to be created, managing complex work patterns for a multi-tiered department.

The post holder is required to courteously and efficiently receive enquiries, communicate complex, sensitive information effectively with staff at all levels internal and external to the organisation, either by telephone, email or receiving visitors in person, always acting and communicating with discretion and diplomacy.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

The post holder will attend and represent the General Surgery & Urology department during Trust required meetings, such as: Theatre Utilisation and 642 (Theatre planning and Co-ordination) on a weekly basis. The post holder is required to pre-prepare staffing plans ahead of these meetings in order to effectively communicate and advise on staffing levels in order for the Trust to maximise Theatre productivity and utilisation in line with NHSE Guidelines.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements on facts requiring interpretation and comparing options which may involve exercising judgement when dealing with patients or other departments/partner agencies. This may include resolving minor problems with regard to personnel, payroll and maintenance, highlighting any problems, conducting risk assessments as appropriate and assessing different issues in detail where there is more than one possible choice to determine the appropriate course of action.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative and manage time effectively to meet deadlines. The post holder will organise own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.

The post holder needs to be able to co-ordinate detailed requests from the team within General Surgery & Urology, communicate and answer queries from all disciplines. This involves organising own day to day activities, planning of both straightforward and more complex on-going situations, together with looking in to the longer term planning of care.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities, for example when skill matching an anaesthetist with a particular specialty, or re-deploying anaesthetic staff to ensure maximum theatre coverage and productivity. The post holder will unlikely have contact with patients/clients.

POLICY/SERVICE DEVELOPMENT

Participate in policy and service development. Follows Trust policies, makes comments on proposals and implements administration policies and proposing changes to working practices for own area. The postholder is required to work as part of the team in developing processes within the department to meet the demands of a growing service.

To participate in team and directorate meetings as required. To contribute to audits regarding departmental procedures.

FINANCIAL/PHYSICAL RESOURCES

To monitor the use of supplies, stationery and office equipment and ensure this is done efficiently and cost effectively in line with the needs of the service.

To attendance check & verify Locum timesheets on TempRE system and ensure that the correct hours have been worked and claimed for.

Provide assurance to Service Manager that information on E-Time sheets reflects that the Trust is paying for actual work undertaken.

The post holder is responsible for ensuring that they have the necessary equipment and resources required to undertake their duties. Responsible for reporting any problems that may arise with equipment, such as: laptops, printers within the department and working within the Trusts Standing Financial Instructions.

HUMAN RESOURCES

Management of junior medical staff and trust doctor sick leave, annual & study leave, ensuring ESR is up-to-date and arranging completion of return to work paperwork and occupational health referrals.

Advising junior doctors and Trust doctors on medical staffing issues such as leave entitlements (Maternity & Paternity Leave/ Annual Leave/ Domestic Crisis Leave), contracts, and working patterns in conjunction with Medical HR.

Implementation of contract changes for junior doctor.

Supervision of rota co-ordination work conducted by other team members.

Responsible for the day to day coordination of consultant staff within the department.

Maintain and update own training relevant to post.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to produce the General Surgery & Urology and Inpatient rota, reports, briefings and papers for meetings and key stakeholders.

Responsible for maintaining information systems relating to the General Surgery & Urology team rota, i.e: Health Roster, TempRE and Allocate. The post holder will need to input, store, modify, analyse, process and present data.

RESEARCH AND DEVELOPMENT

Comply with Trust's requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Standard keyboard skills

PHYSICAL EFFORT

Frequent requirement to sit at display screen equipment for the majority of the working day.

MENTAL EFFORT

The work pattern is predictable, though with frequent interruption. There will be a daily requirement for frequent concentration on data entry: namely the staffing rota.

EMOTIONAL EFFORT

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. Rare exposure to distressing circumstances.

WORKING CONDITIONS

Working in an office environment using computer equipment for long periods.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.

- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Good Standard of Education to degree level or equivalent proven background/experience, with specific reference to: Team leadership, direct line management, rota co-ordination and customer care. NHS Background/experience Microsoft knowledge and proficient use in: Excel, Outlook, Word, Powerpoint. Experience in using Rota Management applications, such as: Health Roster. Project management experience or equivalent qualification.	E E E	D D D
KNOWLEDGE/SKILLS Demonstrable experience in communicating and working alongside stakeholders at all professional levels. Effective interpersonal, organisational and communication skills Ability to manage own workload and to manage the workload of others, ability to delegate tasks Medical Terminology Effective analytical skills Demonstrable planning experience and knowledge within a complex and/or multi- tiered department/sector. Formal minute taking experience with complex agendas.	E E E E E	D D
EXPERIENCE Significant clerical/administrative experience within customer care environment or similar Experience of supervising staff Previous NHS/Social Services experience Cash management (if applicable to post)	E E E	D
PERSONAL ATTRIBUTES Reliability and flexibility, able to contribute to changing demands of the service. Willing to undertake training relevant to the post. Ability to work independently, within a team	E E E	

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y	X			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y			X	
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		