

JOB DESCRIPTION

JOB DETAILS	
Job Title	Temporary Staffing Coordinator
Reports to	Head of Temporary Staffing
Band	Band 3
Department/Directorate	Temporary Staffing – People Division

JOB PURPOSE
<p>To provide a comprehensive temporary staffing support service to all Care Groups and to contribute to the enhancement of a high quality, responsive service to all managers and staff within the Royal Devon University Healthcare NHS Foundation Trust (RDUH).</p> <p>To coordinate all temporary staffing requirements for Medical, Dental and AHP via agencies and internal bank and ensure it is delivered efficiently and effectively adhering to the Trust and adheres to the NHS Employers guidelines for all pre-employment checks.</p> <p>To deliver effective communication with both internal and external clients. The postholder will often be the first point of contact for temporary workers and as such should maintain high standards of courtesy, discretion and confidentiality</p> <p>The post holder will provide an end to end temporary staffing service including bank recruitment, bank system administration, management and coordination of agency booking. Management of bank booking systems through both internal and external booking platforms to ensure staff are booked for shifts and payments are made to bank staff in a timely manner and escalation to ensure supply and demand and queries dealt with in a timely manner.</p> <p>To meet the needs of the service the post holder may be required to work in other administrative areas as deemed appropriate by the line manager</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To co-ordinate the recruitment for temporary medical, dental and AHP workers and advise managers on all associated recruitment issues in line with agreed timeframes via Career Gateway, TempRe, Locum Agencies and electronic booking systems. Provide advice and support to users of the service, efficiently and courteously Undertake all mandatory recruitment checks in line with Safer Recruitment checks Raise associated employment contracts and payroll paperwork as required in a timely manner. Undertake ID & RA checks and produce ID badges and Smart Cards as required To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards. Update ESR system with all recruitment checks as required Liaise with clinical and service leads to ensure appropriate temporary cover requirements are accurate and raise any non—availability of temporary cover in line with the agreed escalation process Upload all temporary staffing requirement onto the electronic booking system & monitor progress of all bookings providing regular updates to service and clinical leads Undertake general administrative duties for the department such as filing, photocopying, distribution of mail as required Maintain an efficient, accurate and confidential filing system ensuring documents are stored in accordance with the Trust's policies and procedures;

- Any other clerical duties which may be required under the guidance of the Head of Temporary Staffing
- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity.
- Works on own initiative, specialist for own area
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- Ensure that any information released from the organisation is professional and of a high quality.
- Supporting non-clinical areas in the management of agency and supporting to centralise this through automated platforms to ensure Trust oversight
- Working with managers to support in the migration of agency workers over to bank where possible

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Temporary staffing

No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

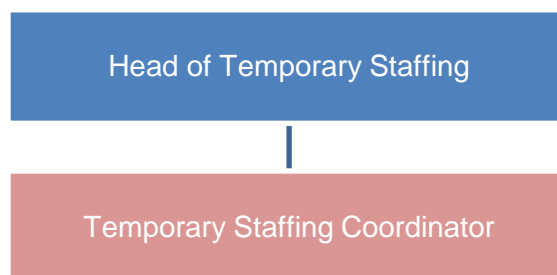
In addition, the post holder will deal with the wider healthcare community, and external organisations.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Trust Temporary Workers • Trust employees and Managers • Department Leads • Payroll • Recruitment • Wards and Departments • Medical Staffing team 	<ul style="list-style-type: none"> • External Agencies • Integrated Care System across Devon • Liaison • NHS Professionals

ORGANISATIONAL CHART



FREEDOM TO ACT

- To be able to work independently within guidelines and protocols, escalating any unresolved issues to line manager.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will be required to adhere to the organisation's standards of customer care. The candidate will be expected to communicate clearly and effectively with both internal and external staff and temporary workers promoting a professional approach while representing the Trust.
- Dealing with enquiries in a confidential and sensitive manner this could be face to face, over the phone, through email correspondence or Teams channels.

- The post holder may also be required to diffuse potential aggression from workers.
- The candidate will be expected to build effective working relationships with internal department managers and external agencies and providers,
- 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
- Able to utilise skills of tact and persuasion in order to overcome barriers to understanding

ANALYTICAL/JUDGEMENTAL SKILLS

- There is a degree of analysis and judgement required to assess and prioritise verbal, electronic and written information and assist as far as possible with enquiries with staff, external clients/agencies on a limited range of day to day matters with some limited communication about difficult or sensitive matters.
- Make judgements on facts or situations, some of which require analysis, such as resolving appointment and temporary booking issues.

PLANNING/ORGANISATIONAL SKILLS

- Deliver day to day activities and plan straightforward tasks that may impact outside of the post holder's department e.g. amendment to temporary bookings.
- The post holder will be responsible for organising their own work load. The ability to work using own initiative and manage time effectively to meet deadlines

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will not have direct responsibility for patients but will have regular contact with clients/agencies by phone or face to face.

POLICY/SERVICE DEVELOPMENT

- To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service and own practice by attending and participating in meetings as necessary

FINANCIAL/PHYSICAL RESOURCES

- To monitor stock levels of stationery and ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.
- The post holder may be required to conduct some financial and personnel tasks i.e. Processing of invoices, payroll or banking administration.
- Ordering stock as required

HUMAN RESOURCES

- Take an active part in the development and review of own work, suggesting areas for learning and development in the coming year. Maintain and update own training relevant to the post, participate in the recruitment process.

INFORMATION RESOURCES

- Daily use of relevant IT programmes related to department activity and be responsible for the effective inputting, storing (paper based and electronic) and maintenance of information.
- Daily use of electronic booking systems (TempRE, NHS Professionals) for temporary staffing requirements
- Daily review of Health Roster and departmental rosters for temporary staffing
- Regular use of Career Gateway

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS
<ul style="list-style-type: none"> • Use of advanced keyboard skills to operate Trust computer systems, VDU,
PHYSICAL EFFORT
<ul style="list-style-type: none"> • Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. • The post holder will complete photocopying, as and when required. • The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent/occasional basis for several short periods/several long periods during the shift.
MENTAL EFFORT
<ul style="list-style-type: none"> • The work pattern will be unpredictable with frequent interruptions. There will be an occasional requirement for concentration for data entry. • The post holder may be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> • Occasionally exposed to difficult situations which may arise with abusive clients and telephone callers; occasionally these may need to be referred to a senior member of staff.
WORKING CONDITIONS
<ul style="list-style-type: none"> • Use display screen equipment for substantial proportion of working day.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> • 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.
GENERAL
<p>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.</p> <p>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</p>

harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• NVQ level 3 qualification or equivalent in Business Administration or equivalent proven recent experience working in an office environment	E	
• Demonstrable experience and be able to use a range of IT applications and software	E	
• Good General Education including basic numeracy and literacy	D	
KNOWLEDGE/SKILLS		
• Good working knowledge of Microsoft Office		D
• Excellent verbal and written communication skills in order to understand and explain complex information to managers and staff	E	
• Ability to communicate with Managers, Staff and external agencies	E	
• Able to communicate with tact and diplomacy on sensitive issues	E	
• Able to learn and grasp in-house computer systems	E	
• Relevant and recent experience of working in a busy office environment	E	
• Ability to demonstrate multi-tasking	E	
• Ability to demonstrate prioritisation and organisation skills	E	
• Ability to demonstrate accuracy when working under pressure	E	
• Able to provide excellent customer service which is efficient and professional	E	
• Remains courteous to service users when dealing with service issues	E	
• Knowledge of NHS systems such as Allocate, ESR, TempRe, Health roster and Career Gateway		D
EXPERIENCE		
• Previous experience using NHS systems including rostering systems		D
• Recent Proven Clerical/administrative experience within a customer care environment	E	
• Experience of working within an environment where effective communication is paramount	E	
• Advanced keyboard skills, IT literate to include word, Excel, Outlook, Excel, internet	E	
• Previous NHS/Recruitment experience		D
PERSONAL ATTRIBUTES		
• Ability to work as a team member	E	
• Good interpersonal skills	E	
• Ability to communicate with a range of people both internally and externally to the Trust	E	
• Ability to organise and prioritise workload	E	
• Ability to work on own initiative and be able to problem solve	E	
• Reliability and flexibility, able to contribute to changing demands of the service	E	
• Able to manage complex and sensitive situations and handle with compassion	E	
• Strong attention to detail	E	
• Willing to undertake relevant training to the post	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	Y/N				
Contact with patients	Y/N		Y		
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g. isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N		Y		
Mental Effort	Y/N			Y	
Emotional Effort	Y/N			Y	
Working in isolation	Y/N		Y		
Challenging behaviour	Y/N	Y			