

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | E-Roster Co-ordinator |
| **Reports to** | Clinical Midwifery Manager |
| **Band** | Band 3 |
| **Department/Directorate** | Women and Children’s Care Group |

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| **JOB PURPOSE** |
| The post holder will fulfil all tasks associated with the creation of rotas, for all staff across maternity , ensuring the delivery of safe, fair, equitable and cost-effective rosters, using the Trust ‘s E-roster application, Health Roster.  To provide support to the qualified staff in the relevant work area.  The E-roster Co-ordinator will be based in the maternity department and will provide roster provision and support to all staff within the maternity department. This provision will be in the creation of rotas.  The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To create rotas in line with the Trusts current timelines. * Review all roters with nominated band 7 prior to signing off to ensure safe staffing. * Manage time balances in line with rostering policy * To ensure that actuals are recorded weekly, including the addition of bank staff. * To minimise additional usage of bank staff and to avoid the use of agency staff. * Liaison with Staff Bank and utilisation of maternity text system to cover absences at short notice * To verify band 2’s and band 3’s prior to payroll deadline * To maintain standardisation of roster management. * To ensure that rosters are fair and consistent. * To ensure staff are working appropriate working patterns and taking breaks in accordance with the European Working Time Directive. * Monitor and record any sickness/absence in line with the Sickness Absence Management Policy for all staff, ensuring all episodes are recorded on E roster. * Ensure all medical certificates are recorded, copied and filed appropriately. * Input Return to Work interview dates on HealthRoster * Liaison with midwifery matrons to ensure prompt management of attendance within areas * Escalation to senior matrons if formal monitoring or HR advice required. * To support and promote positive work life balance, whilst taking into consideration service requirements. * Ensure all flexible working agreements are agreed in line with the Flexible Working Policy. * Calculate and monitor annual leave entitlements ensuring entitlements not exceeded. * Authorise annual leave requests. * To comply with the Trust’s Policies E.g. Health & Safety, Manual Handling, Resuscitation and Fire Instruction and COSHH. * Ensure safe practice to minimize the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy. * To maintain absolute patient confidentiality. * Undertake such training/instruction as may be relevant to the work area as identified in the Development & Review process. * Assist with the training of junior staff. * Undertake key training roles in areas such as manual handling, health & safety, first aid, in the relevant work area. |
| **KEY WORKING RELATIONSHIPS** |
| 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** | | * Senior Matrons | * NHSP | | * Clinical Matron |  | | * Clinical nursing/midwifery managers * Department staff * Bank staff |  | | * Health roster team * Payroll * ESR team * Consultants * Medical Secretaries * Administration manager |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| To work within Trust policies and procedures.  Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.  Work is managed rather than supervised and the post holder will organise own workload on a day to day basis. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| To protect and maintain confidentiality of information concerning patients, visitors and staff at all times.  Communicate using appropriate verbal and non-verbal methods, in a variety of situations that may involve overcoming physical and psychological barriers.  Deal with telephone enquiries sensitively and initiate appropriate action.  Ensure all shift swaps are agreed by Team leads.  Learn new skills and utilise educational opportunities to facilitate learning in the clinical environment in which they work.  Report any untoward incidents / events either verbally or in writing.  Carry out other duties as may be required and which are consistent with the responsibilities of the post.  Attend mandatory training relevant to the post as specified by the Trust.  Be aware of, promote and work within all policies and procedures adopted by the Trust.  Ensure and demonstrate written and electronic communication are up-to- date and that they are succinct, clear, legible, accurate and comprehensive.  Co-operate and communicate clearly and professionally with the designated Team Leader in charge any changes that may affect patient care or staffing levels.  Act in a professional manner at all times when interacting with patients, relatives, colleges, other service users and visitors.  Communicate effectively any situations or potential situations affecting the health and safety of staff, patients and visitors to the designated Team Leader in charge.  Report any untoward incidents or events either verbally or in writing, using the Trust electronic incident reporting system. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| To ensure rosters are produced well in advance, to enable staff to manage personal arrangements and allow advance notice of staffing shortfall.  Make judgements on facts or situations, some of which require analysis, such as resolving staffing issues and shortages.  Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.  Contribute to the safe use, checking, maintenance and storage of equipment. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Identifies and takes action when own or others behaviours undermines equality and diversity.  Organise and prioritise own workload to create effective rosters for maternity staff ensuring appropriate skill mix, in order to deliver safe high-quality standards of care and match the planned staffing levels. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities.  Ensure an understanding of caring for and the protection of vulnerable people.  Ensure safe practice to minimise the risk of infection to patients and staff in accordance with national and Trust policy.  Contribute to Health Promotion and raising health awareness with patients and relatives as appropriate.  Ensure and demonstrate written and electronic communication through up-to- date, succinct, clear, legible, accurate and comprehensive paper and electronic documentation. |
| **POLICY/SERVICE DEVELOPMENT** |
| To carry out all duties in a professional manner, adhering to the policies and procedures of the Trust and conforming to current legislation concerning health and safety at work.  Be aware of and work in accordance with Trust’s infection control standards.  Report any untoward incidents / events either verbally or in writing.  Carry out other duties as may be required and which are consistent with the responsibilities of the post.  Attend mandatory training relevant to the post as specified by the Trust.  Be aware of, promote and work within all policies and procedures adopted by the Trust.  Contribute to the effective and efficient use of Trust resources. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To 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.  Assist with the maintenance of stock levels, and other duties as may be determined, but not demanding a higher level of responsibility than those identified. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post.  Take an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the department and eRoster for the creation of rotas for the department. Responsible for maintaining staff and/or patient data. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Contribute maintenance of work area e.g. , cleaning and tidying of equipment, effective use of resources.  User advance keyboard skills to operate Trust computer systems. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a occasional basis for several short periods during the shift. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be prolonged periods that require concentration for eRoster creation. |
| **EMOTIONAL EFFORT** |
| There will be occasional indirect exposure to distressing or emotional circumstances. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. |
| **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. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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.  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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| **Job Title** | ERoster Co-ordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good standard of education.  NVQ 3 Team Leadership or Business Administration or Customer Care or equivalent experience. | E  E |  |
| **KNOWLEDGE/SKILLS**  Knowledge or the Trusts electronic rostering system, HealthRoster.  Effective interpersonal, organisational and communication skills.  Ability to manage own workload and to prioritise to meet planned deadlines.  Advanced IT/Keyboard skills. | E  E  E | D |
| **EXPERIENCE**  Capable of demonstrating duties to new starters and supervision of less experienced staff. |  | 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 demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | Y |  |  |  | X |
| Challenging behaviour | Y | X |  |  |  |