

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

#### JOB DETAILS

<b>Job Title</b>	Medical Services Junior Doctor Rota Team Secretary
<b>Reports to</b>	Rota Coordinator
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Acute Medical Unit, Medicine Division

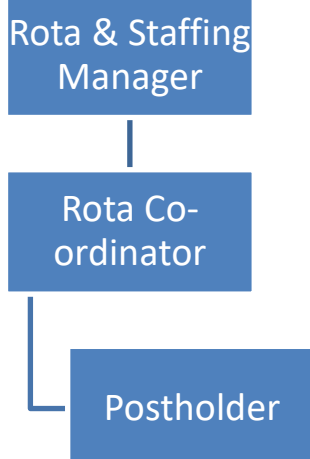
#### JOB PURPOSE

- To be the central point of contact for all medical junior doctor absence management:
  - Annual leave requests handling.
  - Sickness absence handling including ESR, medirota and ensuring return to work interviews take place.
- To support the rota coordinators in forward planning – setting up medirota rotas and writing up excel rotas further in advance:
  - Including gap identification ready for rota coordinators' review.
- Undertaking medirota tasks such as shift swaps/changes, leave requests and reports.
- The management of ESR administrative requirements including maintaining accuracy, absence management and mandatory training.
- Undertaking general administration tasks such as claims form handling; updating of central documents; control and coordination of central email address; sending group emails for information or to find cover for shifts; liaison with internal teams e.g. MyCare, Medical HR, Medical Education.
- Providing a level of contingency and resilience for the rota coordinators when one is absent due to leave or sickness.
- Ensure all information is secure and confidentiality of information is maintained at all times.
- Ensure the professional image of the Trust is maintained at all times.

#### KEY WORKING RELATIONSHIPS

- Rota & staffing manager/rota coordinator.
- Junior doctors.
- Consultants and other medical staff, including ACPs and PA's.
- Medical HR.
- Medical education team.
- Acute medicine admin team leader.
- Acute medicine secretarial staff.
- Acute medicine cluster manager.

## ORGANISATIONAL CHART



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- As per job purpose.
- Organise and/or support meetings through effective communication.
- Use multiple computer systems as required within the department.
- Ensure accurate and up-to-date patient details are maintained on staff information systems such as ESR, Learn+ and medirota in line with Trust Information Governance policy.

## COMMUNICATION/RELATIONSHIP SKILLS

- Deal with all day-to-day correspondence within the department – initiating appropriate responses in order to provide staff and other parties with required information in a friendly and professional manner.
- Make and receive telephone calls both external and internal according to Trust standards and recording these within the correct record of the patient in EPIC.
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication.
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging.

## POLICY/SERVICE DEVELOPMENT

- To work with the team to ensure adequate cover is in place during periods of leave.
- To assist with the management of team diaries (this may include informing all appropriate people/departments of annual or other leave of members of the clinical team).
- To assist other secretaries and members of the admin team in the delivery of a high quality service.
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Participate in team and divisional meetings as required.
- To have a flexible approach to working hours to meet the demands of the service.
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.

## RESOURCE MANAGEMENT

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas.

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service.

### **HUMAN RESOURCES**

- Take an active part in the development review of own work, suggesting areas for learning and development in the coming year.

### **GOVERNANCE**

- Undertake training as required to maintain competency/comply with Trust policies.
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

### **OTHER RESPONSIBILITIES**

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band.
- The post holder will be required to facilitate and support new junior doctor starters to carry out their role.
- The post holder will understand the limitations of the role and how to access support.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- To contribute to and work within a safe working environment.
- The post holder is 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.

### **THE TRUST- VISION AND VALUES**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Compassion  
Inclusion  
Integrity  
Empowerment

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### **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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

<b>POST</b>	Medical Services Junior Doctor Rota Team Secretary
<b>BAND</b>	3

PERSON SPECIFICATION

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English RSA II typing or equivalent ECDL, CLAIT or equivalent	E	D D
<b>KNOWLEDGE/SKILLS</b> Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to staff Ability to deal with challenging behaviour Knowledge of IT databases and computer systems Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Able to work independently, with minimum supervision	E E E E  E E E E E E	
<b>EXPERIENCE</b> Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	E	D
<b>PERSONAL ATTRIBUTES</b> Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries An adaptable approach to work	E E E E E E E	

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