

“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	
Job Title	Administrator to the Guardian of Safe Working Hours (GoSWH)
Reports to	Directly to Medical Staffing Team Leader Indirectly to GoSWH and Director of Medical Education
Band	3
Department/Directorate	Corporate Service / HR

BACKGROUND
<p>The Guardian of Safe Working Hours (GoSWH) is a role that every Trust must have in place and is a contractual requirement of the 2016 Terms and Conditions for Doctors in Training.</p> <p>The GoSWH ensures that issues of compliance with safe working hours are addressed by the Doctor and the Trust.</p> <p>The GoSWH provides assurance to the Trust’s Board that Resident Doctors’ working hours are safe.</p> <p>Exception Reporting is the mechanism by which Resident Doctors can inform the Trust when their day to day work varies significantly and or regularly from their agreed Work Schedule. Primarily these variations will be:</p> <ul style="list-style-type: none"> Differences in Total Working Hours (including opportunities for rest breaks) Difference in the pattern of hours worked Difference in the educational opportunities and support available Immediate Safety Concerns <p>This Administrator role supports the GoSWH in ensuring compliance with the 2016 Terms and Conditions for Doctors in Training.</p>
JOB PURPOSE
<p>To provide a professional, efficient and effective administrative support function to the Guardians of Safe Working Hours (GoSWH) and Directors of Medical Education (DME).</p> <p>To ensure that the Trust complies with the contractual requirements of the 2016 Terms and Conditions for Doctors in Training in relation to Exception Reporting.</p> <p>To receive copies of and oversee all Exception Reports raised by Resident Doctors (both Training and Trust posts).</p> <p>To escalate issues received in Exception Reports to the GoSWH or DME (or both).</p>

To co-ordinate the Resident Doctor Forum Meetings and produce minutes of these meetings.

To compile quarterly reports to the Trust Board which will also be provided to the JLNC.

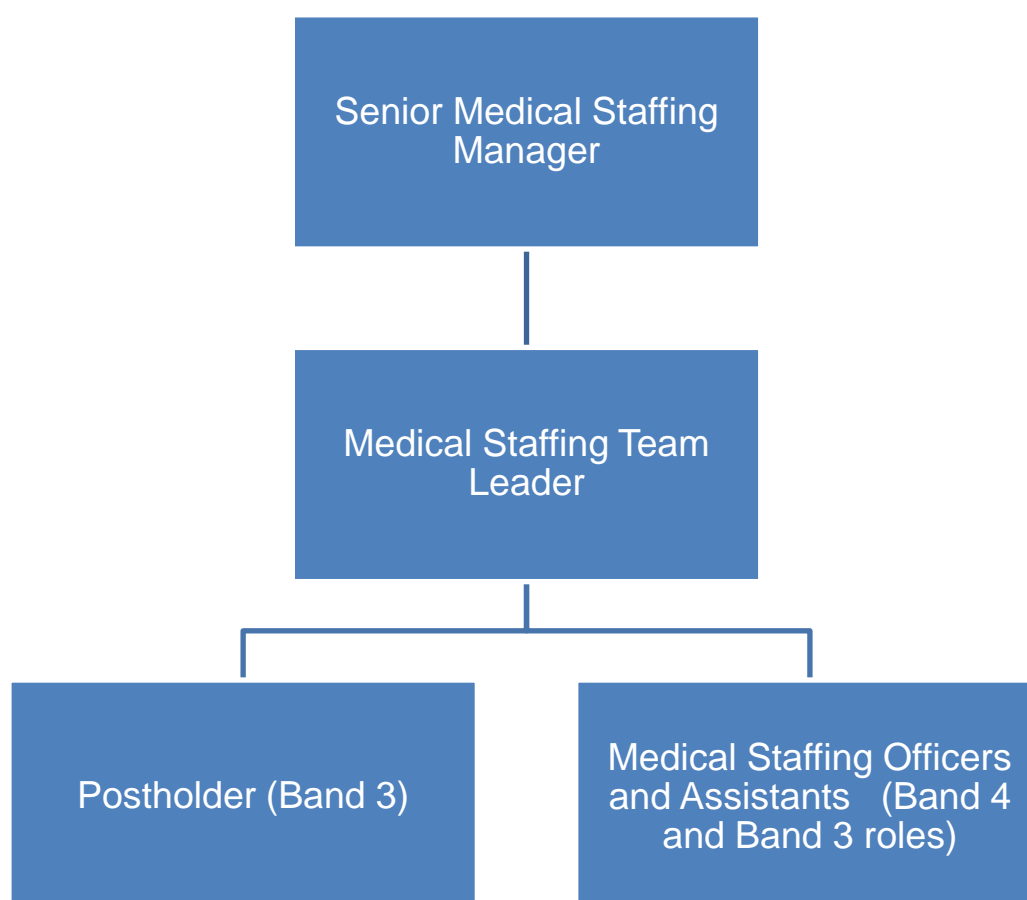
To communicate on behalf of the GoSWH's and DME's, ensuring that the professional image of the Trust is maintained at all times.

To ensure all information is secure and confidentiality of information is maintained at all time.

KEY WORKING RELATIONSHIPS

- Guardian of Safe Working Hours
- Director of Medical Education
- Resident Doctor Forum Group
- Medical Director
- Deputy Medical Directors
- Medical Staffing Team
- Medical Education Teams
- Care Group Management Teams
- Educational Supervisors
- Care Group Rota Co-ordinators
- Local BMA Representative

ORGANISATIONAL CHART



KNOWLEDGE

- In depth knowledge of the Resident Doctor 2016 Terms and Conditions of Service
- In depth knowledge of the locally employed Trust Doctor Terms and Conditions of Service
- Awareness of the national contractual and workforce planning issues in relation to Resident Doctors

COMMUNICATION/RELATIONSHIP SKILLS

- Liaise within the GoSWH and DME on issues raised in Exception Reports by Resident Doctors and escalate any matters arising
- Inform the GoSWH and DME of issues of Immediate Safety Concerns raised by Resident Doctors
- Communicate effectively including discussion and written communication
- Use persuasive skills to ensure that the appropriate course of action is followed
- Proactively manage email communication in line with the RDUH Email Best Practice guidance
- Respond to enquiries from Resident Doctors, Educational & Clinical Supervisor's and other staff regarding Exception Reporting matters
- Communicate with colleagues in a courteous, professional and timely manner at all times
- Deal with all day to day correspondence on Exception Reporting – initiating appropriate responses in order to provide relevant staff with the required information
- Liaise with Resident Doctors, Educational Supervisor's and Care Group Managers to ensure submission of claim forms for payment arising from Exception Reporting are processed within contractual timescales
- Be the first point of contact for the Resident Doctor Forum or its' members and wider Resident and Locally Employed Trust Doctor group in relation to Exception Reporting issues
- To provide support for the actions on outcomes of the Resident Doctor Forum meetings

ANALYTICAL/JUDGEMENTAL SKILLS

- To analyse and identify trends of high risk Exception Reporting across Departments
- Assess Exception Reporting data alongside sickness absence/Agency usage/Bank usage and identify patterns and links
- To prepare, update and record IT databases on a daily basis with information as directed
- To escalate any Immediate Safety Concerns generated via an Exception Report to the GoSWH and DME
- To monitor deadlines for the review process of Exception Reports by Educational Supervisors and proactively seek resolution within required response times
- To monitor deadlines for the initial meeting between an Educational Supervisor and the Resident Doctor and proactively seek resolution within required response times

PLANNING/ORGANISATIONAL SKILLS

- To organise Resident Doctor Forum meetings and ensure that the relevant participants attend as per the conditions of the 2016 Terms and Conditions for Doctors in Training
- To contact Educational Supervisors and Resident Doctors in regards to the timescales for Exception Reporting sign-offs on the system in order to meet contractual KPI's
- To input into the organising of training sessions and other training requirements on Exception Reporting
- To provide general administrative support, as required, to enable an effective and efficient service to be maintained for Exception Reporting purposes
- To ensure that all information is sought and is available in preparation for the quarterly GoSWH Report to the Board

PHYSICAL SKILLS

- Keyboard skills for precise data entry, interrogation and manipulation of data on a daily basis and report writing

PATIENT/CLIENT CARE

- Provide excellent and efficient support for the GoSWH, DME and Resident Doctors in a professional manner – some situations and conversations may be challenging

POLICY/SERVICE DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the Medical Staffing Team in developing processes for Resident Doctors to meet the requirements of the Resident Doctor Terms and Conditions of Service and future Amendments
- Put into practice new or revised processes in relation to Exception Reporting
- To maintain records associated with Exception Reporting in accordance with the Trust Policies in order to ensure internal and external audit requirements are met for evidence of meeting KPI's
- Undertake training as required to maintain competency/comply with Trust Policies
- Take part in day to day management discussions and regular meetings with the GoSWH, DME, Medical Staffing and Medical Education colleagues to discuss ongoing issues and support for Resident Doctors

FINANCIAL/PHYSICAL RESOURCES

- Administer the Resident Doctors claim forms for timely payment to Payroll
- Support the GoSWH and Finance Department in calculating and implementing a financial penalty whereby an Exception Report results in a fine being given by the GoSWH to a Department because a breach has occurred which incurs a financial penalty.
- To use and ensure that office equipment is maintained.

HUMAN RESOURCES

- To provide first line administrative advice and support to all Resident Doctors on Exception Reporting matters
- To relay relevant information to the GoSWH, DME, Medical Staffing, Medical Education and Educational Supervisor colleagues on a daily basis
- To assist with the regular Training of Educational Supervisors and Resident Doctors on the Exception Reporting system and process
- To ensure that all parties are set up on the system in a timely manner with their log in details
- To attend Care Group Management meetings to train and disseminate information or issues as a result of Exception Reporting outcomes.

INFORMATION RESOURCES

- To monitor the system database on a daily basis for all Exception Reports logged
- To ensure all data, whether paper based or electronic, is stored, retrieved and archived according to Trust standards and maintaining data protection
- To carry out filing, photocopying, typing of e-mails and compilation of letters as requested
- To regularly collate information to the Board for ad hoc and reports from various sources – developing and creating reports from Allocate/ESR/TempRE/Bank data
- To maintain the housekeeping of the Exception Reporting system – closing down Exception Reports where agreed outcomes have not been formally closed on the system.

RESEARCH AND DEVELOPMENT

- Support Resident Doctor staff surveys and future Junior Doctor Contract reviews and subsequent action plans

FREEDOM TO ACT

- Will be guided by standard processes but expected to make decisions within established parameters and act independently within Policy and Local and National Terms and Conditions
- Respond to FOI's and complaints where appropriate, escalating to the relevant Care Group Management Team if unable to resolve
- Use own initiative to prioritise work on a daily basis

PHYSICAL EFFORT

- Little physical effort required

MENTAL EFFORT

- There will be occasional requirements for concentration where the work pattern is unpredictable

EMOTIONAL EFFORT

- Occasional exposure to emotional circumstances with potentially difficult conversations on Rota capacity and resourcing issues as a result of Exception Reporting

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training
- To contribute to and work within a safe working environment

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:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

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 RDUH 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.	
POST	Administrator to the Guardian of Safe Working Hours
BAND	3



PERSON SPECIFICATION

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Minimum GCSE grade A-C or equivalent in Maths and English NVQ III in Administration ECDL or equivalent 	E E E	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Excellent verbal and written communication skills Interpersonal effectiveness Understanding the need for confidentiality Ability to deal with telephone enquiries politely and efficiently Numerate and have an understanding of cash handling Ability to problem solve Ability to interpret information and base decisions on outcomes Ability to manipulate data on spreadsheets Ability to compile and present reports 	E E E E E E E E	
EXPERIENCE <ul style="list-style-type: none"> Previous clerical experience preferably in a hospital environment 	D	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Enthusiastic and Motivated Good basic organisational skills Ability to work methodically and prioritise workload using own initiative Excellent interpersonal skills Able to work under pressure Ability to meet deadlines Ability to work as part of a team Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences 	E E E E E E E E E E	
OTHER REQUIRMENTS <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. 	E	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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
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	N				
Challenging behaviour			Y		