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| **JOB DESCRIPTION** |  |
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| **Job Title:** | **Rota Co-ordinator General Medicine** |
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| **Band:** | **4** |
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| **Responsible To:** | **Senior Administration Manager for General Medicine** |
| **Accountable To:** | **Group Manager – Unscheduled care** |
| **Department/Directorate:** | **General Medicine – Unscheduled care** |

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| **Job Purpose:** | |
| * **This post will be responsible for the day to day management of the General Medical rotas.** * **This post holder will ensure excellent planning, negotiating and organisation to provide adequate staffing cover within the General Medicine Team.** * **This post will provide high quality personal assistance to the General Medical management team including responsible administrative support in their absence, using own initiative and working without supervision.** * **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.** | |
| **Context:** |
| Co-ordination of all the doctors in the Junior Doctor team (training and non-training posts) and the SASGs Consultant Physicians who work across Cardiology, Respiratory, Gastroenterology, Diabetes/Endocrinology, Rheumatology, Acute Medicine, Stroke and Healthcare for the Older Person.  The Rota Co-ordinator will be based at North Devon Hospital. The post holder will fulfil all Rota Co-ordinator 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. |

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| **Key Working Relationships:** |
| * 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 * External organisations/providers |
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| **Organisational Chart:**  Divisional Director, Medicine |
| Group Manager/Lead Clinician for Medicine  Rota Assistant  Rota Coordinator  Senior Administration Manager |
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| **Key Result Areas/Principal Duties and Responsibilities:** | |
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| **Communication and Relationship Skills**  The post holder will be required to adhere to the organisations standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  Daily communication with junior doctors regarding on-call duties. This will be done, via e-mail and face to face discussions, to grant leave whilst ensuring core staffing levels for the department.  Daily communication advising junior doctors on medical staffing issues such as leave entitlements (Paternity leave/Annual leave/Study leave), contracts, banding, working patterns.    To help facilitate induction of junior doctors with the Lead Clinician. To make presentations to the general medical junior doctors relating to the process of applying for leave and rota issues.  The post holder will exchange confidential or contentious information with staff and clients both internal and external to the organisations where agreement and co-operation is required. The post holder may also be expected to consult with clinical staff regarding potential changes to published rotas or usual areas of work.  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 communicate regarding a variety of enquiries on behalf of staff, using initiative, and following advice as directed.  The post holder will organise and/or support meetings through effective communication.  **Analytical and Judgement Skills**  Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This may include resolving minor problems with regard to personnel, payroll and maintenance, highlighting any problems and conducting risk assessments as appropriate. Use initiative to co-ordinate the provision of medical cover to provide short, medium or long term solutions so that the overall service to the patients is not affected.  **Administrative Functions**  The post holder will proactively plan rotas, liaising and effectively communicating with the Lead Clinician, Consultants, Non-Consultant Career Grades, Junior Doctors and Managers. Ensuring that all documentation is produced to an excellent standard.  The post holder will maintain current and historical versions of the rota in an appropriate format.  The post holder will ensure records and filing systems are maintained in line with Trust policies.  Recording of sessions and commitments provided by the clinical staff and reconciliation of this against current job plans is also required.  To co-ordinate the building and adjustment of rotas to ensure that the Department is full and appropriately staffed, taking into account staff training and development needs along with known skill sets in consultation with the General Medical management team.  To utilise systems such as Microsoft Office, Excel and E-Roster (as examples) and ensure accuracy.  The post holder will also be required to raise concerns with the General Medical management team with regards to any under/over provision of the service accordingly.  To ensure that the co-ordination of any bank, agency staff requests and payments are completed within a timely manner.  To support and advise clinical staff over a wide range of issues relating to their working patterns including close working with HR.  To keep all contact details up-to-date including mobile and bleep numbers for all department staff.  There is a requirement to ensure that both planned and unplanned absences are communicated appropriately.  The post holder will carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.  **Planning and 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 Medicine, 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.  **Physical Skills**  The post holder will have advanced keyboard skills to operate a range of computer software.  **Responsibility for Patient and Client Care**  The post holder is required to put the patient, as the first priority, at the centre of all activities. . Occasional contact with patients or clients/provides non-clinical advice to patients/clients  **Resource Management**  The postholder will be required to provide cover in periods of absence as directed by department manager, this may involve moving to other areas.  **Responsibility for Policy and 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.  **Responsibility for Financial and Physical**  To attendance check locum timesheets on TempRE system and ensure that the correct hours have been worked and claimed for prior to authorisation by the Directorate Management team.  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 directorate, working within the Trust’s Standing Financial Instructions.  **Responsibility for Human Resources**  Responsible for the day to day coordination of staff within the department.  Maintain and update own training relevant to post.  To assist in the delivery of induction to all junior doctors to ensure they are aware of the process with regards to applying for leave, completion of claim forms, rota concerns.  Allocate doctors to wards at short notice where cover is needed.  **Responsibility for Information Resources**  Daily use of IT programmes relevant to the work area to produce documents and reports; input, store and maintain information and may be required to modify systems and processes.  Responsible for the effective inputting, storing and maintenance of information relating to the general medical rota ie HealthRoster, TempRE, Allocate and CareFlow.  To develop, manage, maintain general medical rota in Excel and HealthRoster and ensure it is uploaded correctly onto BOB (Trust intranet)/HealthRoster when any amendments have been made.  **Responsibility for Research and Development**  Comply with Trust’s requirements and undertake surveys as necessary to own work.  **Decision Making**  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 and/or clinical team. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.  **Physical Effort**  Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  **Mental Effort**  Frequent concentration when producing medical staffing rotas and dealing with Directorate issues. The work pattern is unpredictable, with frequent interruption**.**  **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. | |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

Job holder’s Signature: .....................................................................................

Date: .....................................................................................

Manager’s Signature: .....................................................................................

Date: .....................................................................................

**PERSON SPECIFICATION**

**POST :**  **Coordinator (H&SC)**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  Relevant IT qualification specific to post i.e ECDL  Additional relevant co-ordination knowledge acquired through further experience | E  E  E  E | Application Form  Application Form/Skills Test  Application Form  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Ability to manage own workload and to supervise the workload of others, ability to delegate tasks  Advanced IT/Keyboard skills, IT literate | E  E  E | Interview  Application Form/Skills Test  Interview  Interview |  |  |
| EXPERIENCE:  NHS experience  Experience of taking responsibility for a discrete area of work.  Experience of using initiative to solve problems.  Building, monitoring and managing doctor rotas.  Designing or delivering induction programmes for junior doctors  Knowledge of New Deal for junior doctors  Experience of using Allocate – HealthRoster | D  E  E    E  D    E  D |  |  |  |
| PERSONAL REQUIREMENTS:  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  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving | X | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |