

JOB DESCRIPTION

JOB DETAILS

Job Title	Medicine Care Group Rota Manager
Reports to	Operations Manager
Band	5
Department/Directorate	Medicine

JOB PURPOSE

The post holder is responsible for the day to day medical staffing management of Resident Doctors across medicine and community hospitals (South Molton). This includes overseeing all aspects of rota development and management to ensure compliance with national terms and conditions (such as 2016 Contract – Junior Doctors Hours and European Working Time Directive (EWTD)). The post is also responsible for the roster and management of the consultant POD rota.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

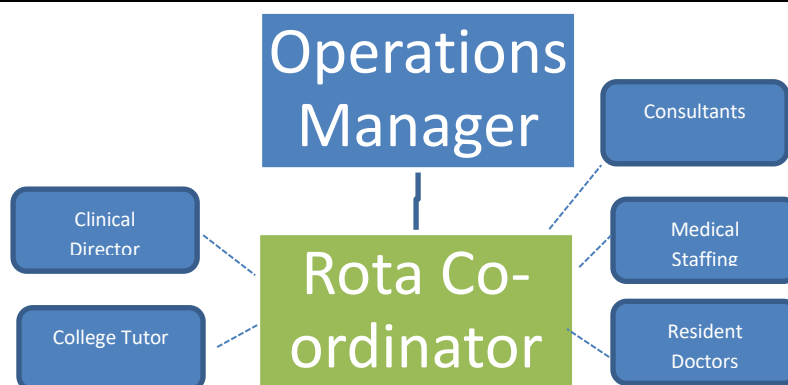
- This post will provide a single first point of contact for consultants and resident doctors including locum staff. Be responsible for the recording and monitoring of sickness, annual leave, study leave and professional leave including ensuring return to work interviews are carried out.
- This post will ensure excellent planning, negotiating and organisation to provide adequate staffing cover, including any staff with external contractual commitments in a pro-active manner.
- This post will provide high quality personal assistance to the management team including responsible administrative support in their absence, using own initiative and working without supervision.
- Responsible for ensuring all documentation is up-to-date and produced to an excellent standard.
- 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.
- Contribute to the NHS service improvement – CARE Objectives 2022-27 and to work as part of the team in developing processes within the department to meet the demands of a growing service and recovery.
- To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews to assist all members of the team in being up to date.

KEY WORKING RELATIONSHIPS

The post holder will be required to engage with various individuals in different roles and of varying seniority. Of particular importance are working relationships with the following individuals:

Internal to the Trust	External to the Trust
Senior and Divisional Management	Clinical Tutors
Clinical Leads and Consultants	Peninsula Deanery
Operations Manager / Senior Operations Manager	External NHS Organisations
Resident Doctors, and other members of the medical and multidisciplinary teams	External organisations/providers
Medical Staffing	
Administrative Services Manager	
Administrative Line Manager	
Finance/IT	
Training Programme Directors	
Medical Education Team	

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works autonomously, possessing knowledge and understanding of doctor rotas.
- Works to safe staffing standards and in line with Trust policies to manage the rotas, referring to managers when required.
- Makes rapid and accurate assessments of urgent staffing situations in the absence of the Operations Manager and liaises with appropriate colleagues in the Trust to develop and implement solutions guided by appropriate, safe ward staffing levels and compliance with 2016 Contract and European Working Time Directive (EWTD).
- Attend and help in the co-ordination of Trust and local inductions whilst ensuring on-call/wards are safely staffed. As well as assisting the wider Trust at time of need, ie OPEL 4/Covid/sickness as required regarding staffing.

COMMUNICATION/RELATIONSHIP SKILLS

- Daily communication with Doctors, Operations Manager, College Tutor regarding a variety of subjects including negotiation and persuasion of resident Doctors regarding rota shifts and confidential Medical HR issues.
- Dealing with information that is personal and thus very sensitive in terms of confidentiality and having full awareness of information governance legislation.
- Regular and effective communication with other areas including Medical Staffing and the Peninsula Deanery in matters relating to the resident doctor rotas.
- Manage and prioritise all communications demonstrating at all times a high level of discretion and confidentiality due to sensitive and personal information whilst ensuring responses to deadlines and targets are met.
- Participation and representation of Medicine Resident Doctors in Trust-wide staffing meetings on resident doctor rotas.

ANALYTICAL/JUDGEMENTAL SKILLS

- Advance planning, design and construction of complex junior medical staff rotas for Medicine in a timely manner (i.e. available for publication minimum 6 weeks in advance) that are 2016 contract and EWTD compliant on MediRota and in Allocate.
- Responsible for analysing a variety of information, understanding the impact on for example junior doctor rotas or induction processes, proactively identifying solutions and communicating the situation appropriately.
- Carry out routine analysis of information ie monthly locum costs. Show and explain where the different costs arise from; on-call cover, ward and across grades. Highlight cost differences between firms, number of Doctors. Show how these costs are linked to different abstractions - training, sickness. This information can be used to support recruitment and resilience of the service.

PLANNING/ORGANISATIONAL SKILLS

- Management and creation of Resident Doctor rotas and containment of staffing costs; including ensuring staffing levels/minimum core numbers are maintained at all times, responsible for arranging cross cover of staff over high periods of absence due to leave or sickness, ensuring shift swaps and leave are 2016 contract and EWTD compliant.
- Organise and facilitation of several induction days throughout the year for the incoming junior medical staff in regular and close liaison with the Medical Education Team.

PATIENT/CLIENT CARE

- Responsibility to put the patient as the first priority at the centre of all activities.
- Direct contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

- Develops and implements protocols related to rota co-ordination.
- Assist with strategic planning and analyse a variety of data sources to enable informed decisions of the impact on the resident doctor rotas.
- Attend regular Trust wide staffing meetings to represent Medicine Resident Doctors and to feedback to management as appropriate.

FINANCIAL/PHYSICAL RESOURCES

- The post holder is responsible for requesting and approving additional shifts to ensure the clinical rota is appropriately covered and is responsible for monitoring and processing any locum claims accordingly, passing to the appropriate senior member for final sign off.
- Co-ordinate and booking of locum cover for resident medical staff, including negotiation of pay rates, booking accommodation when appropriate and preparation of locum packs. Attendance checking and verifying internal and external locum submissions for accuracy before authorisation.
- The postholder should be financially aware to support the department to operate within budget and prevent overspends wherever possible.
- Experience of budgetary management and an understanding of the implications of locum spends is essential.

HUMAN RESOURCES

- Management of resident medical staff and trust doctor sick leave, annual and study leave, ensuring ESR is up-to-date and arranging completion of return to work paperwork and occupational health referrals.
- Advising resident doctors and Trust doctors on medical staffing issues such as leave entitlements (Maternity and Paternity Leave/ Annual Leave/ Domestic Crisis Leave), contracts, and working patterns in conjunction with Medical HR.
- Implementation of contract changes for resident doctors.
- Supervision of rota co-ordination work conducted by other team members.
- Manage resident doctor recruitment via Gateway, create advert/ATR, complete long listing analysis against person specification as advised by Clinical Lead, collate shortlisting, arrange and invite to interview, complete employment check questions (in interview), take copies of documents/IDs and provide feedback to candidates. Scan and forward interview notes to Medical HR for new starter checks/processing.

INFORMATION RESOURCES

- The post holder is responsible for maintaining the rota system – Medirota and holds overall responsibility for ensuring this system is accurate and updated on a daily basis.
- Holds responsibility for building rosters in the rota system as new starters join the department.
- Is required to monitor, update and input information into the rota system and are responsible for:
 - Granting access for new starters;
 - Removing access for leavers;
 - Monitoring rota compliance;
 - Ensuring the rota is appropriately covered and the system updated to reflect this;
 - Adding annual, study and sick leave to the system;
 - Setting up external notifications on the system to ensure relevant individuals are aware of any changes;
 - Extracting productivity, cancellations and other reports from the system;
 - Adding and monitoring rota masters;
 - Adding and removing guest users;
 - Auditing access to the system.
- Ensure accurate up-to-date recording of mandatory certificates for junior medical staff and co-ordinate with Medical HR, MyCare and other groups where necessary to ensure medical staff have recent FIT testing and completed appropriate training modules.

RESEARCH AND DEVELOPMENT

- Conduct Audit loop with Resident Doctors and Consultants regarding any rota improvement suggestions. Once done discuss with Cluster Support Manager/Clinical Leads to see if this is something that can be adopted. Feedback to juniors the outcome of these meetings. This is undertaken as an ad-hoc task.

PHYSICAL SKILLS
• Proficient typing and IT skills are essential.
PHYSICAL EFFORT
• Light physical effort will be required including a combination of sitting, standing and walking.
MENTAL EFFORT
• This post requires the frequent concentration to produce detailed work schedules and rosters for a number of individuals with various and complex work restrictions and work patterns. • An ability to concentrate for long periods of time is essential. • The post holder will be regularly interrupted as Resident Doctors contact via various communication methods throughout the day.
EMOTIONAL EFFORT
• The work pattern for this post is generally predictable but the post holder will be required to be flexible to support the needs of the service, particularly during challenging times where there might be high levels of absence, acute issues, or Resident Doctor changeover for example. • Will be required to support Resident Doctors in various emotional circumstances that impact on their ability to be present or perform to a required standard at work. This might include mental and physical wellbeing, challenging personal circumstances and sensitive situations. The postholder will be required to engage with Resident Doctors about these circumstances and offer support as needed within the scope of the role. • The post holder will be required to support safe and structured return to works for individuals who have been absent from work due to challenging circumstances which will involve conducting wellbeing checks. • Ability to deal with contentious issues occasionally including negotiation with Resident Doctors about covering shifts and associated payments. • Will need to support Resident Doctors who have been referred to Occupational Health and support the implementation of recommendations to their work patterns as a result of this referral.
WORKING CONDITIONS
• Prolonged VDU exposure. • Independent working.
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. • 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.
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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Rota Manager (Medicine Care Group)
------------------	------------------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING	Degree or equivalent specialist knowledge in similar area or demonstrable experience.	Demonstrable experience in construction of complex rotas and rota planning.
KNOWLEDGE /SKILLS	Ability to develop a rapid understanding of theory and practical application of the Resident Doctors 2016 contract and European Working Time Directive. Proven knowledge and understanding of rota design. Ability to gather, analyse and interpret complex facts for use in rota production. Proficient in the use of Microsoft Office (Word, Excel, Powerpoint & Outlook). Effective oral and written communication skills with staff at different levels. Negotiation skills and the ability to be tactful and empathetic. Proven people management skills including dealing with challenging behaviours. Experienced in prioritising own work load to meet deadlines	Detailed understanding of the theory, and practical application of the Resident Doctors 2016 contract and European Working time directive. Demonstrable experience of using Medirota and Health Rota. Mental Health Champion training
EXPERIENCE	Building, monitoring and managing rotas. Demonstrable experience of managing staff and staffing issues. Proven responsibility for taking on discrete pieces of work. Experienced in using initiative to solve problems.	Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG. Supervision and the development of staff. Designing or delivering induction programmes for Resident doctors.

PERSONAL ATTRIBUTES	Self-motivated, proactive and able to work independently, without supervision. Able to act on own judgement and use own initiative. Ability to concentrate for long periods. Attention to detail.	
OTHER REQUIREMENTS	Positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		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			Y		
Mental Effort					Y
Emotional Effort			Y		
Working in isolation			Y		
Challenging behaviour				Y	