

JOB DESCRIPTION

1. JOB DETAILS

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|-----------------------------|----------------------------|
| Job Title: | Roster Co-ordinator |
| Band: | 4 |
| Responsible To: | Failsafe Officer |
| Accountable To: | Service Manager |
| Department/Division: | Ophthalmology |

2. JOB PURPOSE

- This post will be responsible for the day to day management of the department's eRostering rota system.
- This post will ensure excellent planning, negotiating and organisation to provide adequate staffing cover, including any staff with external contractual commitments.
- 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.
- 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

3. KEY WORKING RELATIONS (Examples below are not exhaustive)

- eRostering Team
- Senior Management Teams
- Trust Executive members
- Non-Executive Directors
- HR Department
- Lead Clinician, Consultants, Juniors Doctors, Specialist Nurses and other members of the medical and multi-disciplinary teams.
- Administrative Services Manager/Administrative Line Manager
- Divisional Management team
- Members of the multi-professional clinical team
- Administration and secretarial teams across the Trust
- Administrative and Clerical staff within area of responsibility
- External NHS organisations
- External organisations/providers

4. DIMENSIONS

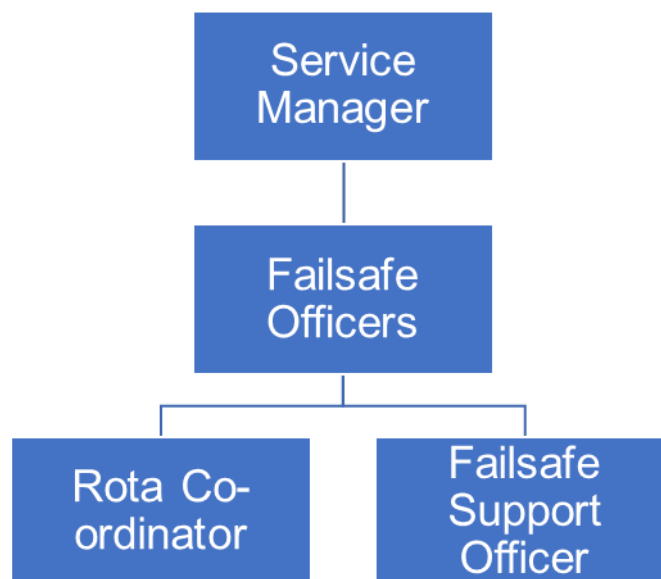
- Updating the eRostering system in the Ophthalmology Department
- Escalating to the Service Manager, any gaps which are essential to safe delivery of service.

- Communicating the departmental needs to Medical Staffing and updating the roster with confirmed cover.

Supervisory and Human Resources

- There may be a requirement in some operational areas to supervise one or more staff members. If this is the case this post will include checking of work, authorising annual leave, resolving simple staffing issues, assisting in PDR delivery, supporting with recruitment and 'return to work' interviews following staff sickness.
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART



6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Communication

- Attend regular meetings with the eRostering team
- Communicate regarding a variety of enquiries on behalf of staff, using initiative, and following advice as directed
- Make and receive telephone calls both external and internal according to Trust standards
- Communicate effectively including discussion and written communication
- Proactively manage email communication

- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication

Administrative functions

- To proactively plan rotas, liaising and effectively communicating with the Lead Clinician, Consultants, Junior Doctors and Managers.
- Ensuring that all documentation is produced to an excellent standard
- Maintain current and historical versions of the rota in an appropriate format
- To ensure records and filing systems are maintained in line with Trust policies
- Monitor sessions and commitments provided by the clinical staff and reconcile this to contractual commitments
- Build and adjust rosters to ensure that the Department is fully and appropriately staffed, taking into account known skill sets of clinical staff in liaison with Clinical Lead
- To utilise said systems such as Microsoft Office, Excel, PLATO, & eRostering systems, and ensure accuracy
- Raise concerns with regards to under/over provision of the service accordingly
- Monitor and process any waiting list initiative claims accordingly, passing to the appropriate senior member for authorisation
- Monitor any expenses and mileage claims, cross referencing with study and professional leave and commitments to outlying hospitals
- Co-ordinate any bank, agency staff requests and payments
- Support and advise clinical staff over a wide range of issues relating to their working patterns including close working with HR
- Ensure all contact details are up-to-date including mobile and bleep numbers
- Ensure both planned and unplanned absences are communicated appropriately including back to work interviews being conducted within Trust timeframes, updating the eRostering system.
- To ensure effective bring forward systems, ensuring necessary range of papers are available to management team
- To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information
- Use multiple computer systems as required within the department
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

Service delivery/improvement

- 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 directorate meetings as required
- Contribute to audits regarding departmental procedures
- 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

Governance

- 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
- 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
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

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
- To maintain stock control, re-ordering supplies where necessary

Additional 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 starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

Trustwide Responsibilities

- 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 post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

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



**Royal Devon
University Healthcare**
NHS Foundation Trust

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.

Royal Devon University Healthcare 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.

BAND: 4

| REQUIREMENTS | Essential / Desirable at: | |
|--|--|---|
| | Recruitment | 1st PDR or (award of) increment |
| <u>QUALIFICATIONS / TRAINING:</u> Educated to 'A' level standard or equivalent Minimum GCSE (or equivalent) grade A-C in English and Maths ILM/CMI Level 3 or NVQ in Business Administration or equivalent ECDL, CLAIT or equivalent | D E E D | D E E E |
| <u>KNOWLEDGE / SKILLS:</u> Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Motivation and negotiation skills Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Understanding of hospital IT systems Knowledge of PAS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Excellent telephone manner Knowledge of Trust procedures Able to work independently, with minimum supervision Proven ability to motivate staff and encourage team work Ability to coach and mentor others Ability to effectively supervise staff on a day to day basis Ability to engage and influence staff within their area of responsibility Knowledge of PDR process Ability to deal with members of a multi-disciplinary team Ability to co-ordinate complex diary management Good decision making skills Understanding of the basics of finance and health and safety | E E E E E E E E E E D D D E E E E E E E E E E D D D D D | E |
| <u>EXPERIENCE:</u> Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG Supervision and the development of staff | E D D | E E E |
| <u>PERSONAL ATTRIBUTES:</u> Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload | E E E | E E E |



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| | | |
|---|---|---|
| Able to prioritise own work load and meet deadlines | E | E |
| Ability to work un-supervised | E | E |
| Can remain calm and professional in a busy environment | E | E |
| Empathetic, but able to understand professional boundaries | E | E |
| Smart appearance, adhering to the Uniform Policy | E | E |
| Welcoming friendly and approachable manner | E | E |
| An adaptable approach to work | E | E |
| Flexible approach to working hours | E | E |
| Commitment to continual development to inc. relevant new systems, policies and procedures | E | E |
| Adheres to relevant Trust policies & procedures | E | E |
| Adheres to confidentiality & data protection requirements | E | E |

| Hazards within the role, used by Occupational Health for risk assessment | | | | | |
|--|--|--------------------------------|---|--|---|
| Laboratory specimens | | Clinical contact with patients | | Dealing with violence & aggression of patients/relatives | |
| Blood / Body Fluids | | Dusty environment | | VDU Use | ✓ |
| Radiation / Lasers | | Challenging behaviour | ✓ | Manual Handling | ✓ |
| Solvents | | Driving | | Noise / Vibration | |
| Respiratory sensitisers | | Food Handling | | Working in isolation | |
| Cytotoxic drugs | | Electrical work | | Night working | |