



## JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	Lead Rota Coordinator
<b>Pay Band</b>	5
<b>Hours of Work and Nature of Contract</b>	37.5 hours
<b>Division/Directorate</b>	Medical Directorate
<b>Department</b>	Medical Directorate
<b>Base</b>	Wrexham Maelor Hospital

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Specialty Manager
<b>Reports to: Name Line Manager</b>	Specialty Manager
<b>Professionally Responsible to:</b>	Specialty Manager

#### **Add organisational statement on values and behaviours**

To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

#### **Job Summary/Job Purpose:**

Using independent judgement the post-holder will be responsible for the day-to-day operational co-ordination of medical staffing issues within agreed specialties.

Key aspects of this post include co-ordinating and overseeing the smooth running of doctors' shift patterns in line with the New Deal – Junior Doctors Hours/European Working Time Directive, co-ordinating of leave arrangements and prospective cover for Consultants' and junior medical staff.

The post holder will over-see the monitoring of the shift patterns on a regular basis to ensure continued compliance with the New Deal/EWTD.

The post holder will also have responsibility for producing weekly/monthly/yearly duty rosters and schedule including out of hours on-call and day time rotas for Consultant Middle grades and junior medical Doctors.

The post holder will also undertake appropriate ad hoc projects as and when required. These projects will be in line with the responsibilities of the grade of the post.

Excellent written and verbal communication skills are required for this post, as well as the ability to prioritise work and meet deadlines.

The post holder will be required to maintain strict confidentiality at all times.

**Key Relationships:**

- Directorate Management Team
- Consultants, Clinicians, Nursing Staff/Lead Nurse
- Junior Medical Staff
- Medical Staffing Personnel / New Deal Officer
- Consultants' Secretaries / Ward Clerks
- Clinical Governance Facilitators
- Post Graduate Centre Manager
- Patient Appointment Centre Manager
- Administrative and Clerical Staff
- Other HB Departments

## **DUTIES/RESPONSIBILITIES:**

### **Medical Staffing**

The post holder will be required to have a good working knowledge and understanding of the terms and conditions of Consultant and junior medical staff working patterns, including prospective cover arrangements, and will undertake the following responsibilities:

1. To assist with the day-to-day operational co-ordination of Consultant and junior medical staff.
2. To manage, on a daily basis, Consultant and junior doctors on call rota and to be available during core hours.
3. On notification of sickness absence identify where there is a shortage of medical staff cover and put in place suitable alternative solutions.
4. Proactively identify where there will be planned shortages of cover either for on call or ward work, and find solutions, in liaison with Consultant medical staff, junior medical teams and medical staffing department.
5. Devise and distribute the weekly/monthly/yearly duty rosters for Consultant and junior medical staff, ensuring all services are adequately covered, and ensuring all relevant people are informed of any changes to the rota on a weekly basis or as necessary, e.g. Switchboard, Consultant Secretaries, Ward Clerks, Nursing Staff, Administration Staff and Admin on-call.
6. Working in partnership with HR, maintain New Deal/European Working Time Directive shift patterns in response to new legislation and service developments.
7. In conjunction with the Health Board New Deal Coordinator, monitor on a regular basis New Deal compliance of all junior medical grades working an established shift pattern.
8. Maintain up to date and accurate records for all Consultant and junior medical staff, including annual leave, professional/study leave, sickness absence using the ESR and Allocate systems as well as paper files where relevant.
9. Accurately monitor sickness absence of medical staff. Bring to the attention of the Clinical Lead/Lead Manager, instances of repeated sickness absence and arrange subsequent sickness absence meetings in compliance with the HB sickness absence policy.
10. In conjunction with the Clinical Lead/Lead Manager, ensure processes for checking and approving leave are in place, ensuring that there is adequate medical staff to maintain the out of hours and daytime on call rota, outpatient clinics and in patient ward services at all times.
11. Ensure that appropriate arrangements are in place for clinical commitments during leave periods of consultant and junior medical staff liaising with consultant secretaries where necessary.
12. Ensure adequate locum cover is arranged for medical staff absences, which may occur.
13. Produce routine reports on New Deal compliance, locum medical staffing expenditure and devise new data collection systems where required.
14. Use own initiative to improve processes, where required, to ensure that medical staff meet the 6 week notice for leave rule. Investigate occurrences of medical staff giving less than six weeks' notice for annual leave or study leave.
15. Recruitment – In liaison with the Consultants and medical staffing, devise job adverts and job descriptions for vacant medical posts.
16. Inform the Speciality Manager and medical staffing of forthcoming staff vacancies and facilitate the process for new appointments.
17. In conjunction with the Medical Staffing Department, co-ordinate job interviews for junior Medical staff posts; this will include sourcing relevant Consultant staff and arranging dates for interviews.

18. Ensure the smooth transition of medical staff rotating out of, and into, departments within the division, maintaining continuity of rostered clinical commitments and patient care, whilst taking into account the competencies/training needs of the junior medical staff.
19. Datix any issues within the Medical Directorate as and when informed.
20. Ensure that for every junior doctor rotation intake, Departmental Doctors' Induction/Policy booklets are updated and produced for agreed specialties.
21. For every junior doctor rotation intake, arrange an Induction day; this will include booking venues, arranging speakers and delivering a presentation at the induction detailing working patterns, leave arrangements and general staffing issues etc.
22. Ensure that the HB's Equality, Disability Discrimination and Welsh Language policies are adhered to.
23. Maintain good working relationships with staff in other departments across the HB during the normal course of your duties.

### **Financial Management**

24. In conjunction with the Specialty Manager, assist with the monitoring of medical staffing locum timesheets on a regular basis and resolve any anomalies that occur, in liaison with Medical Staffing and Finance Departments.
25. Working within financial constraints, appoint locum staff in the most cost effective way.
26. Validate and cost all medical locum staff timesheets and arrange for sign off by the Lead Manager on the Envoy system.

### **Administrative Duties**

27. In accordance with HB Policy, attend Team meetings, ensuring all relevant medical staffing items are highlighted, and actioned, to support the Directorate towards achievement of key objectives and targets.
28. Attend HB wide project groups in relation to medical staffing matters, as required.
29. Create and maintain accurate and efficient electronic and paper-based filing systems.
30. Use of photocopier and fax, use of computer systems to enter and retrieve data via excel and word programmes, and communicates via e-mail.

The post holder will Arrange and attend job planning sessions for the consultants. Update the job plans on the allocate system. Once job plans have been approved, complete any establishment control forms and arrange for changes forms to be completed.

### **Quality Management:**

31. Ensure adequate systems are in place to monitor routine quality standards. This will include ensuring that junior medical staff have appropriate rostered clinical time dedicated to undertaking administration/ SPA duties. This will ensure that discharge and clinic letters are dictated in time to meet the ten day standard for receipt of letters to GPs following a patient's discharge from an episode of inpatient care or attendance at clinics.
32. Identify methods for improving adherence to quality standards for junior medical staff within the division.
33. Produce ad hoc information to support the monitoring of quality indicators and the achievement of key Directorate objectives as directed by the Management Team.

**Clinical Governance:**

34. Contribute to, and participate in, Departmental meetings with regard to changes in departmental policies and procedures.
35. At the request of the Clinic Leads attend Clinic Governance meetings/Audit day and provide all information regarding rotas.
36. Ensure Training Induction packs are produced and updated on a regular basis with the assistance of the Clinical Lead.
37. Maintain mandatory training for medical staff and advise when the necessary training is due for individuals

**Other Relevant Information**

1. The post holder is expected to treat all patients, relatives, HB staff and others outside the HB at all times with discretion, courtesy and respect, ensuring that a professional image of the HB is presented.
2. Appropriate communication will be maintained with all staff. This must be of a clear and concise nature, accurate and appropriate during highly sensitive situations.
3. The post holder may occasionally be expected to work flexible hours of duty within reasonable bounds.
4. The Data Protection Act 1984 requires that personal computer data not be negligently or unlawfully handled, or disclosed to unauthorised persons.
5. To comply with the HB Non-smoking Policy
6. To promote an equal opportunities culture
7. The post holder is expected to adhere to all HB policies and procedures
8. To present a smart appearance in accordance with the HB Policy

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/HB Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/HB's pre-employment check procedure. \*Delete as appropriate. If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/HB Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/HB sites, including buildings and grounds, are smoke free.

**BCU HB**

**PERSON SPECIFICATION**

**Job Title:** Rota Coordinator

	<b>ESSENTIAL</b> <b>The qualities without which a post holder could not be appointed</b>	<b>DESIRABLE</b> <b>Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree level education or equivalent experience.</li> <li>• Must be able to demonstrate knowledge and experience of the full range of IT systems including all Microsoft applications</li> <li>• Evidence of continuous/ongoing learning</li> <li>• ECDL or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak Welsh</li> <li>• Desktop publishing skills Shorthand</li> <li>• Typing RSA III (or equivalent)</li> </ul>	Certificates
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and as part of a team</li> <li>• Experience of managing financial resources.</li> <li>• Previous experience of working with clinical staff.</li> <li>• Experience of analysing complex information and a variety of sources to develop and maintain schedules.</li> <li>• Significant experience within a NHS environment</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of New Deal for Junior doctors/European Working Time Directive</li> <li>• Experience of developing staff rotas</li> </ul>	Application Form Interview References

<p><b>SKILLS</b> including those physical skills necessary for the post.</p>	<ul style="list-style-type: none"> <li>• Ability to take succinct notes at formal meetings.</li> <li>• IT skills – including use of e-mail, Microsoft Word, Excel and Powerpoint.</li> <li>• Good organisational, time management and interpersonal skills.</li> <li>• Ability to provide an efficient, accurate and prompt secretarial and support service.</li> <li>• Ability to manage junior and middle grade staff.</li> <li>• Ability to judge the importance of information and to respond appropriately in terms of prioritising.</li> <li>• Ability to manage own workload.</li> </ul>		<p>Application Form Interview References</p>
<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of secretarial and office procedures.</li> </ul>		<p>Application Form Interview References</p>

<p><b>PERSONAL QUALITIES</b> <i>(Demonstrable)</i></p>	<ul style="list-style-type: none"> <li>• Excellent organisational ability</li> <li>• Ability to work to strict deadlines and to prioritise tasks</li> <li>• Analytical skills</li> <li>• Ability to communicate both verbally and in writing important information clearly and accurately to all grades of medical personnel and administration managers.</li> <li>• Ability to thrive in a busy environment</li> <li>• Team worker</li> <li>• Willingness to learn new skills to meet the needs of the organisation</li> <li>• Ability to use own initiative, whilst understanding the need to seek advice from seniors where necessary</li> <li>• Ability to develop new systems</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to co-ordinate and alter complex work schedules</li> <li>• Previous experience of working in a hospital environment or with health care professionals</li> </ul>	<p>Application Form Interview References</p>
<p><b>OTHER RELEVANT REQUIREMENTS</b> <i>(Please Specify)</i></p>	<ul style="list-style-type: none"> <li>• Ability to travel</li> </ul>		<p>Application Form Interview Document Check</p>

**Betsi Cadwaladr University Health Board**

**EFFORT FACTOR INFORMATION TO SUPPORT JOB DESCRIPTIONS**

**Post Title:**

**Department / Ward:**

**Division/ Directorate / Department:**

This document should be completed for each job description and submitted together with the agreed job description and person specification. Having studied the information relating to effort factors, give an accurate description of what effort is required in the job role under each of the headings. Please indicate frequency of exposure as follows:

**D = Daily      W = Weekly      M = Monthly      A = Once/twice a year**

**Physical Effort:-Examples to be given if lifting, standing or sitting for long periods; manual handling; making repetitive movements; manipulating objects**

**Nature & Frequency:**

Repetitive use of keyboard, mouse and monitor.

Lifting and carrying files (light effort for short periods). **Frequency D**

**Mental Effort such as preparing detailed reports; checking documents and / or calculations; carrying out clinical diagnosis or interventions; analysing statistics; undertaking formal student / trainee assessments.**

**Nature & Frequency:**

Frequent requirement for concentration in a noisy office environment whilst taking telephone dictation, transcribing minutes, processing information, etc.

Frequent interruptions to work in order to respond to immediate requirements of managers or to answer telephone calls.

**Frequency D**

Working under time pressure to deliver safe sustainable medical cover rota **D**

**Emotional Effort such as processing news of highly distressing events; dealing with the terminally ill or with people with challenging behaviour; dealing with difficult situations**

**Nature & Frequency:**

Occasional requirement to deal with telephone complaints from patients or relatives.

**Frequency A**

Dealing with short notice staffing problems **D**

**Working conditions such as exposure to excessive temperatures; unpleasant odours; bodily fluids; using a computer more or less continuously; driving or being driven**

**Nature & Frequency:**

Exposure to unpleasant working conditions is rare.

Requirement to use VDU continuously.

**Frequency D**