NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Team Leader |
| Department(s)/Location | Tayside Out of Hours Service (TOOHs) |
| Number of job holders | 4 |
| JOB PURPOSETayside Out of Hours Service is an unscheduled care service providing advice, centre consults and home visits to the population of Tayside when their General Practice is closed.The Team Leader will assist in the operational management of the TOOHs Service which includes three Primary Care Emergency Centres, six Community Hospitals and seven OOH vehicles situated across Tayside; working in a rota which covers day time and out of hours.The Team Leader will oversee the effective and efficient running of the Service at peak times in the out of hours period acting as a point of reference for all other OOH personnel and outside agencies; taking responsibility for operational decision making, resource prioritization and staff supervision. The Team Leader will ensure effective procedures are in place to manage all calls within the specified timeframe, using IT system and area knowledge and that the Service can meet any other local or national performance indicators. The Team Leader is a lead user in the IT system and will ensure all staff are trained in areas specific to their role. The Team Leader will also ensure staff have access set to the level appropriate to their role and adhere to any SOP/Policies/Guidelines in relation to the use of IT.The Team Leader will be responsible for managing a team of dispatchers, call handlers/receptionists and drivers ensuring all PDP and KSF Frameworks are in place and will be expected to meet regularly with staff at all three of the PCEC’s across Tayside.The Team Leader will be the first line supervisor dealing with all policy and procedure issues in relation to workforce.  |

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| ORGANISATIONAL POSITION See Organizational Chart below |
| SCOPE AND RANGEThe post holder will work unsupervised, use own initiative and take responsibility for own work and decision making in the scope of their role whilst recognizing when they require escalation to or support from senior colleagues.The Team Leader will manage and provide direction to a large multidisciplinary team supporting the priority setting and decision making of non-clinical staff groups.The Team Leader will build and maintain relationships with colleagues to ensure effective communication across NHS Tayside and with external partner agencies e.g. NHS24, Scottish Ambulance Service, A&E, GPs, Social Services, Police etc. |
| MAIN DUTIES/RESPONSIBILITIESWorkforce Management and PlanningTo promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions to problems and opportunities.To actively monitor and support production of operational and clinical rotas.To support the production of all operational non clinical staff rotas, responsible for managing leave following internal procedures and agreed staffing levels following NHS Tayside policies and procedures i.e. Promoting Attendance at Work Policy.To support non clinical staff when they are dealing with abusive or emotional calls and difficult situationsAssisting with the recruitment, induction and training of all non-clinical operational staff.Approve and inform the Operations Manager and associated support staff of staff holidays and sickness.Monitoring staff absence on a daily basis and perform back to work interviews.To complete monthly SSTS roster ensuring all leave, additional hours, overtime etc is included and ready for confirmation/authorization by Operations Manager.To ensure all operational non clinical staff are appraised annually and have up to date personal development plans facilitated by TURAS.Provide the first point of escalation with operational issues. Resolve internal resource conflicts, identify and take action to reduce risks to the service, liaise with others to resolve on-going or complex problems.Ensure that all NHS Tayside Policies and Procedures and Standard Operating Procedures of TOOH are communicated, understood and adhered to by staff in areas such as HR, Governance, Confidentiality, Quality, Infection Control, Health and Safety etc.Assist and support Senior Managerial Colleagues in the development and production of Standard Operating Procedures for TOOH.Provide first line supervision and management of non clinical operational staff delivering on HR issues in line with NHS Tayside Policies escalating serious matters to Senior Managerial colleagues.Performance Management To plan and monitor systems through the TOOH Service IT system ensuring patient safety and efficient use of resources.Key Performance Indicators – ensure Management Team are kept fully aware of performance through preparation of reports, audit and evaluation, monitoring/analyzing areas of concern, making and implementing recommendations.Establish and maintain relationships with key partners to develop and sustain high quality clinical services ensuring the needs of service users are met.To identify, develop and deliver training on operational issues to ensure that team members maintain and improve quality of service and promote performance improvement.Operational ManagementResponsible for live operational management of Tayside OOH Service.Ensure all equipment faults are actioned and appropriate manager or department are aware of any issues relating to missing, delayed equipment affecting service.During operational times organize staff breaks in accordance with EWTD regulations and taking into account work volumes.Arrange cover for clinical rota at short notice as well as calling in additional support.Arrange cover for non clinical operational staff at short notice including if necessary to provide cover oneself for key roles i.e. dispatchMonitor workload across the Service taking effective action to minimize waiting times.The Team Leader will provide operational input into the OOH Service Senior Management Team, whilst embarking on service/operational developments and will be the operational link managing day to day issues.Responsible for organizing routine maintenance of the TOOH Service vehicles and for ensuring requirements for the lease are sustained.Dealing with any emergency situation relating to the OOH Vehicles including contingency arrangements. Dealing face to face with patients, relatives and members of the public when matters require to be escalated due to complaints, dissatisfied patients/carers during live operational hours.Any other duties as and when required.**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |

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| COMMUNICATIONS AND RELATIONSHIPSThe post holder will require excellent written and verbal communication skills with the ability to establish and sustain effective working relationships. Communication may cover clinical and/or operational matters using facilitation, negotiation, persuasion and empathy skills.Internal:The establishment of a positive and effective working relationship with members of own team and other front line staff.External:Externally the team leader will assist in building and maintaining good relationships with the NHS Community, general public and partner agencies.  |

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| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

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| **Essential** | **Desirable or willing to undertake training** |
| Educated to degree level or equivalent experience.Extensive experience of managing staff preferably in NHS setting.Proficient in Microsoft packages – Word, Excel.Excellent written and verbal communication skills, interpersonal skills.Excellent leadership and negotiating skills with ability to organize, motivate and develop staff.Ability to meet deadlines, work to varying timescales and deal with numerous concurrent tasks in a calm and professional manner.Ability to work on own initiative, make decisions and work as part of a team.Previous experience of working with NHS policies/proceduresExcellent geographical knowledge of operational area and map reading skillsProblem solving skills Providing and receiving complex, highly confidential and sensitive informationExcellent customer careAbility to work flexibly within the team | Previous Control Room experience ECDL or equivalent  |

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ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

PC/LAPTOPSoftware Microsoft Office Word and ExcelOOH Clinical IT SYSTEM “Adastra”Power pointProjectorNHS Tayside IntranetFax machinePhotocopierAnswer phoneMobiles Paper shredderTelephone systemMultimapInternet explorer and other relevant packages to enable them to fulfill role in independent manner**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOBPhysical SkillUse of IT equipment and systemsPhysical DemandsSitting for majority of shiftContinual VDU exposureMental DemandsAbility to work in a live operational environment dealing with complex demands of the Service Considerable mental effort involving long periods of intense concentration when collating, extracting and manipulating data.High level of accuracy and attention to detail is requiredAbility to respond to unpredictable work patternsAbility to deal with frequent interruptionsAbility to interpret and implement complex Regulations and policiesAbility to meet deadlinesEmotional DemandsEmotional effort required when dealing with unpleasant staff issues e.g. grievances, compassionate, disciplinary.Dealing with complaintsExposure to clinically sensitive and disturbing informationCommunicating in a live environment face to face with distressed, unhappy patients, families, carer’sWorking ConditionsWorking out of hours and day time hours on rotaWorking public holidays including Festive periodShift work Flexibility to alter shift pattern to accommodate leave in line with service demand |
| DECISIONS AND JUDGEMENTSThe post holder will work without direct supervision in the live operational period and will be responsible for the operational management of the service and the direct supervision of non-clinical operational staff. Work will be self generated and delegated by Managerial colleagues.The post holder will report directly to the Out of Hours Co-Ordinator who will manage performance, assign objectives and undertake appraisal. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* The Team Leader has a complex role which presents conflicting priorities e.g. responding and managing in a live and continually changing environment, balancing conflicting demands.
* The post requires a high degree of autonomy in dealing with managers/clinicians and team members.
* Overcoming difficulties in dealing with a depleted workforce through absence, sickness, holidays etc and still having the requirement to cover the same workload.
* Managing adverse workload effectively, achieving deadlines under pressure and responding to the varied expectations of the managers and team leaders.
* Exercise discretion when dealing with difficult and demanding telephone calls and personnel.
* Keeping up to date with relevant NHS Tayside issues, policies and procedures including HR information.
* Dealing with unpleasant staff issues including disciplinary/grievances etc.
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| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Team Leader TOOHS |
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| The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description)** |
| **Responsible Manager** |  |
| **Contact No.** |  |
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| **Postholder Representative** |  |
| **Contact No.** |  |

**Organisational Position**

**Senior Nurse**

**Senior Primary Care Nurses**

**Team Leaders**

**Receptionists**

**Drivers**

**Admin Staff**

**Service Manager**

**Clinical Leads x 3**

**Out of Hours GPs**

**Head of Out of Hours, Prisoner Healthcare, Forensic Medical Service**

**Operations Manager**

**Dispatchers**