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(OOH) Service |
| Number of job holders | 4 |
| JOB PURPOSE **Induction Standards and Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.  Tayside OOH 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 Tayside OOH Service which includes two 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 |
| SCOPE AND RANGE The 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/RESPONSIBILITIES Workforce Management and Planning  To 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/be responsible for:   * the production of all operational non clinical staff rotas, * managing leave following internal procedures * ensure 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 situations  Assist 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.  Monitor 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/authorisation by the 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 Tayside OOH Service 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 Tayside OOH Service.  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 Tayside OOH 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/analysing 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 Management  Responsible for live operational management of Tayside OOH Service.  Ensure all equipment faults are actioned and the appropriate managers or departments are aware of any issues relating to missing, delayed equipment, affecting service.  During operational times organise staff breaks in accordance with European Working Time Directive regulations and taking into account work volumes.  Arrange cover for clinical rota at short notice as well as calling in additional support, as required.  Arrange cover for non clinical operational staff at short notice including, if necessary, to provide cover oneself for key roles i.e. dispatch.  Monitor workload across the Service taking effective action to minimise 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 organising routine maintenance of the Tayside OOH 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 relevant duties as and when required. |

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| COMMUNICATIONS AND RELATIONSHIPS The 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  |  | | --- | | Excellent background in secretarial/administrative roles.  Prior experience of working in a health care setting  Evidence of working with multi-disciplinary groups and staff at all levels  Management skills | | HNC/HND level or able to demonstrate similar level of administration knowledge gained in a work setting | | High level organisational and administrative skills  Advanced IT skills and sound knowledge of Microsoft packages  Production of rotas  HR skills | | Ability to work independently and effective time management skills  Ability to prioritise workload effectively to ensure competing and conflicting deadlines are met.  Resilience to manage the expectations and demands of the job. | |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT   PC/LAPTOP  Software Microsoft Office Word and Excel  OOH Clinical IT SYSTEM “Adastra”  Power point  NHS Tayside Intranet  Fax machine  Photocopier  Answer phone  Mobiles  Telephone system  Multimap  Internet 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 JOB Physical Skill  Use of IT equipment and systems  Physical Demands  Sitting for majority of shift  Continual VDU exposure  Mental Demands  Ability 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 required  Ability to respond to unpredictable work patterns  Ability to deal with frequent interruptions  Ability to interpret and implement complex Regulations and policies  Ability to meet deadlines  Emotional Demands  Emotional effort required when dealing with unpleasant staff issues e.g. grievances, compassionate, disciplinary.  Dealing with complaints  Exposure to clinically sensitive and disturbing information  Communicating in a live environment face to face with distressed, unhappy patients, families, carer’s  Working Conditions  Working out of hours and day time hours on rota  Working public holidays including Festive period  Shift work  Flexibility to alter shift pattern to accommodate leave in line with service demand |
| DECISIONS AND JUDGEMENTS The 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. |
| 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 TAYSIDE OOH SERVICES | |
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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** | | Carolyn Thompson/Graeme Dunn |
| **Contact No.** | | 01382 424005 |
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| **Postholder Representative** | |  |
| **Contact No.** | |  |