**NHS FORTH VALLEY**



**JOB DESCRIPTION**

**1. Job Details**

**Job Title: Rota Coordinator**

**Reports to/line Manager: Unit Administrator**

**Responsible to: Senior Charge Nurse**

**Job Reference: UD-BN-AC-052**

1. **Job Purpose**

The role of this post is to co-ordinate medical, nursing and administrative rotas within the urgent care department.

The post-holder will also input annual leave and study leave, which has been agreed with the Clinical lead/senior charge nurse rota leads and collate this data via the use of a database.

The post holder should possess good organisational and interpersonal skills and be able to communicate well with all disciplines of staff.

Assist the Administrator to supervise the non-clinical operational staff (hub operators and drivers) both within the hub and the Primary Care Emergency Centre’s (PCEC’s) in order to oversee the running of the service in the out of hours period.

**3. DIMENSIONS**

* The post holder will be the point of contact for all urgent care staff requesting leave.
* The post holder will be responsible for the day to day co-ordination of the medical, nursing and administrative rota, annual leave and study leave, via computerised systems.
* The post holder will undertake administrative support roles for the Out of Hours Clinical lead, the OOH ANP lead and the Senior Charge Nurse within the Urgent Care Department.
* The post holder will be charged with managing the trainee doctor’s rota.
* The post holder will liaise on a regular basis with the medical workforce team to ensure the rotas are compliant with government guidelines.
* The postholderwill work with minimal supervision, use their own initiative and take responsibility for their own work and decision making while having the ability to realise when he/she requires assistance from the line management structure.
* The main remit is to supervise this large group of staff, and to:
* Work with other members of staff in planning, priority setting and decision making to ensure that they meet patient needs.
* Work as a member of the multidisciplinary team by representing the values and beliefs of the organisation.
* Participate in the implementation of the service’s objectives.

**4. KEY DUTIES/RESPONSIBILITIES**

* Responsible for the day-to-day co-ordination of the medical, nursing and administrative rota.
* Maintain and update GP Out of Hours Rotas, medical, nursing and Flow Navigation Staff Rotas, in close liaison with the clinical lead/senior charge nurse charged with managing the rota, and on a daily basis, to reflect leave etc., and to ensure the demands of the service are met.
* Prepare and distribute rotas accurately and efficiently, with full understanding of complex rotas.
* Act as point of contact for all queries regarding rotas.
* Act as point of contact for leave requests.
* Responsible for the co-ordination of annual and study leave requests.
* Record all leave for the directorate.
* Maintain annual and study leave database.
* Responsible for the generation of information reports from the leave database.
* Ensure that the correct information of staff hours/sickness/study leave etc. is entered into SSTS to ensure that staff are paid correctly
* Co-ordinate and update electronic diary system, on a daily basis, for all staff.
* Demonstrate excellent communication skills – to communicate with staff of all levels within the multi-disciplinary organisation.
* Meet and liaise on a regular basis with Service Manager to ensure that rotas are compliant
* Maintain staff confidentiality at all times.
* Ensure that the necessary action is taken to resolve problems with service delivery as they arise during the out of hours period, consulting with the on-call Administrator/Manager as indicated.
* Assist with the smooth running of the hub and PCEC’s during operational times, covering short notice cancelled staff shifts as required.
* Assist staff with compliance with all service policies and procedures, ensuring PCEC’s provide efficient and effective telephone call management.
* Maintenance of vehicles and ensuring drivers medicals are in date.
* Assist effective communication within the team.
* Assist with the induction of all non-clinical operational staff.
* Ensure that all operational staff are aware of and adhere to computer protocols in order to protect our systems.
* Co-ordinate enquiries and functionality problems that may arise with the Adastra system.
* Ensure that all equipment faults are notified to the appropriate service and reported to the senior charge nurse.
* Be fully aware of the NHS Forth Valley Complaints Policy to assist patients who wish to provide feedback, suggestions or complain. To actively try to resolve any incidents or complaints and report to the senior charge nurse.
* Work in a collaborative and co-operative manner with other health care professionals and others involved in providing care and recognise and respect their particular contribution within the wider care team.
* To protect all confidential information concerning patients in accordance with the Data Protection Guidelines.
* Support colleagues in the context of your own knowledge, experience and sphere of responsibility, assisting others in the teams to contribute safely and to a degree appropriate to their roles.
* Assist with the training of all new operational non-clinical staff and completion of Personal Development Plans and staff annual reviews.
* Monitor the workload at the PCEC’s during operational times and taking effective action to minimise waiting times.
* Participate in the development, review and implementation of all non-clinical procedures, policies and guidelines.
* To review the work undertaken by the PCEC staff and to deal with any queries or issues raised by these staff in conjunction with line management.

This is not an exhaustive list of duties. Duties will vary and be added, to meet the needs of the service.

**5 SYSTEMS AND EQUIPMENT**

**Updating & Maintenance of Information Database/Processing and Generating Information**

**The post-holder is required to have knowledge or know how to use the following –**

* PC – Software packages – Word, Excel, PowerPoint, Access
* SSTS – Computerised entry of staff duty rotas

Compilation and maintenance of various data bases held on Access and excel to provide frequent reports on numerous issues.

Office filing system – Manual

Microsoft office system

**Equipment:**

Post holder will use all of the following equipment:

Personal Computer

Photocopier

Printer

Adastra

Trakcare

Fax

Telephone

Pager System

* Set up and use networked desktop computers.
* Access and use the Out of Hours clinical call handling system (Adastra) software.
* Set up, and if necessary, resolve issues relating to non-functioning equipment such as laptop computers, printers and faxes.
* Microsoft Word is used to compile reports, letters.
* Microsoft Outlook is used to communicate with all staff within the Service and colleagues and associates from other organisations.

1. **ASSIGNMENT AND REVIEW OF WORK**

Work is assigned by the Service Manager and/or senior charge nurse charged with the co-ordination of the Rotas and the needs of the rota activity.

There is a requirement to organise and prioritise workload depending on the any unexpected changes.

Develop and maintain database systems for internal requirements to ensure the Directorate is in compliance with protocols.

Develop and maintain office systems to ensure sufficient administrative support for the Directorate.

Work will be reviewed informally on a regular basis and more formally on an annual basis as part of the Personal Development Planning and Review process.

Independently provides a reactive approach to all aspects of the operational element of the urgent care department.

Works on a daily basis without supervision to identify problems and formulate a plan of action for implementation.

Contributes to department decisions relating to staff inputs.

Is subject to both informal review and formal annual appraisal by the senior charge nurse.

A high level of work will be self-generated and, certain aspects of the duties outlined will be undertaken using own initiative, but working within agreed parameters. There will be a degree of problem solving and monitoring of performance undertaken by the postholder.

**7. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The rota Co-ordinator is expected to establish, maintain and develop co-operative working relationships with all Staff within the multi-disciplinary team.

The post holder is also expected to posses the necessary communication, to communicate with all levels of the multi-disciplinary team, Departments, and external organisations.

**Internal**

GP’s, Trainee doctors, Nursing staff and administrators.

All colleagues in the Urgent Care Centre in order to ensure the service is provided efficiently and effectively.

Clinicians, in order to provide support in the event of a crisis.

Out of Hours management staff, including principally the Out of Hours Service Administrator, in order to ensure that the service is provided in a safe and consistent manner.

**External**

Scottish Government.

NHS24 Staff

Adastra I.T staff

**8a. PHYSICAL DEMANDS OF THE JOB**

Excellent key board skills requiring a high degree of speed and accuracy

PC work – restricted sitting position.

IT skills to deliver a comprehensive service.

Working at a PC station preparing documents, using Adastra computer software, during out of hours periods.

Ability to sustain a level of alertness to deal with any issues relating to out of hours services, as required.

Ability to co-ordinate overall centre activity over specified periods of time to ensure that calls requiring urgent attention are appropriately prioritised.

Ability to operate multiple pieces of equipment, and software, and to deal with multiple demands and conflicting priorities during each shift.

Ability to set up technical equipment prior to the commencement of the shift.

**8b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

**Mental**

The post requires the post holder to concentrate for prolonged periods of time specifically in relation to – organising and manipulating rotas, databases etc.

There is a requirement to make rota changes to cover sickness at short notice to ensure sessions are covered.

There is a requirement for accuracy.

Prioritising and meeting workload demands from a variety of sources.

Concentration required when compiling statistical information as requested.

At times unpredictable work pattern alongside expectation of providing a high quality level of service.

Responding to urgent demands and reprioritising workload, in conjunction with line management as required

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Identifying problems and formulating implementable action plans.

Calmness in the face of conflicting demands.

Assist with supervising/managing operational activity of the out of hours service.

**Emotional**

The workload on the whole can be pre determined however telephone calls and

enquires by staff could cause interruptions.

Motivation to work co-operatively within a team.

**9. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

* Experience of creating, developing and maintaining detailed electronic information spreadsheets
* Extensive knowledge of Adastra software
* Trakcare
* Experience of using electronic databases
* Experience with the analysis of statistical information and providing this in a usable and understandable format
* Good working knowledge of Microsoft Office
* Excellent communication skills
* Proven ability to work as part of a team
* Methodical approach to work
* Experience of prioritising a workload effectively
* Good problem solving, and negotiating skills with the ability to organise and motivate staff.
* Ability to work on own initiative, make decisions and operate as part of a team.
* Excellent telephone manner and ability to deal with all business in a confidential and professional manner.
* Experience in decision-making skills when prioritising calls and co-coordinating appropriate responses to requests from NHS 24 and other health professionals.
* Ability to articulate information accurately and efficiently to ensure that patients receive the correct response to their call to NHS 24 in a timely manner.