Job Reference – Sco6-5498NB

NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. **Job Description** | Job Title | Roster Creator / Relief Nurse Bank Administrative Assistant |
|  | Department(s)/Location | Centralised Rostering Bureau |
|  | Number of Job Holders |  |

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| 1. **Job Purpose**   Centralised Rostering Bureau / Roster Creator   * The post holder will be a key member of the Centralised Rostering Bureau and is responsible for the effective production and management of centralised rosters through the use of the electronic tools Healthroster and SSTS, for defined clinical areas as directed by the Senior Nurse. The post holder will liaise with Senior Charge Nurses, Heads of Nursing , Team Leaders and clinical teams to create rosters which are both compliant with the NHS Tayside Rostering Policy for Nursing and Midwifery staff and make efficient and effective use of the available staffing levels. The post holder will provide reports and interpret data to support the Nursing and Midwifery Directorate to monitor compliance with the Rostering Policy and the efficiency of staff utilisation.   Nurse Bank Administrative Assistant   * On a relief basis, including weekend cover the post holder will be required to support the Nurse Bank administrative staff. This includes using the electronic Healthroster system to match Nurse Bank staff into available shifts across the organisation, escalate shifts to Agencies when appropriate and be the first point of call for Nurse Bank staff and staff from wards. This is to ensure the Nurse Bank contributes to providing an effective and efficient service in order to maximise the usage of the nurse Bank resource and support clinical areas to maintain their staffing levels, thus supporting high quality patient care. |
| 1. **Organisational Position**   Senior Nurse Workforce Planning and Effective eRostering  Senior Nurse – Nurse Bank  Nurse Bank Office Manager  Roster Creator  (This Post)  Nurse Bank Administrator Team |

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| 1. **Scope and Range**   NHS Tayside is a teaching Board and delivers services in a range of settings including acute and community hospitals and community environments including patients own homes. The Nursing and Midwifery Directorate has responsibility for ensuring the Nursing and Midwifery Workforce, circa 6065 (head count), is capable and competent to deliver a high quality patient-centred service. The Central Rostering Bureau is responsible for the production of ward staffing rosters which enable the organisation to provide the services required by enabling the most efficient and effective use of staff.  The post holder will act as the first point of contact for all Centralised Rostering Bureau related queries which include all aspects of roster production, workforce issues and SSTS. The post holder will be expected to act as an expert resource regarding functionality of the Healthroster system and interpretation of the Rostering Policy. The post holder will work autonomously to engage with relevant staff including Senior Charge Nurses (SCNs), Charge Nurses (CN) and Heads of Nursing (HoN) as well as other key stakeholders including the eImplementation Team and Business as Usual Team.  The Nurse Bank provides a service for all ward and community areas within NHS Tayside. This supports the organisation to maintain safe patient care by providing the appropriate staffing resource when there are ad hoc staffing shortages in the clinical areas. On a relief basis the post holder will act as the first point of contact for all Nurse Bank enquiries. This includes communicating with Nurse Bank staff, clinical staff and Nursing Agencies to ensure that staff are deployed to the requested shifts. |
| 1. **Main Duties/Responsibilities** 2. To be responsible for the production of high quality rosters which adhere to the Nursing and Midwifery Rostering Policy within agreed timelines. 3. To be responsible for the production of rosters which are efficient and effective in terms of utilisation of the staffing resource. 4. Manage own workload to agreed timetables and work independently to ensure that workload is managed in an appropriate and timely manner. 5. Engage with SCN/CN/HoNs to support them to manage staffing to agreed levels within their ward/area e.g. annual leave (15%) and predicted absences (22.5%) and influence to ensure they meet their sign-off deadlines which impact on post holder’s ability to meet deadlines. 6. As an expert resource act as the main point of contact for rostering enquiries from NHS Tayside Senior Managers, Trade Union representatives, SCN/CNs, HoN and all clinical staff to ensure issues are resolved in a timely manner. 7. Understand the unique staffing levels and issues for each area to ensure that all rosters are being planned according to unique requirements for the ward/area. 8. Provide support to the Office Manager which includes occasionally deputising for them . 9. To communicate Healthroster processes to clinical and administrative staff and ensure that clinical areas comply with any software updates. 10. To organise and co-ordinate meetings for yourself and other roster creators in their absence. 11. Develop a range of training materials, including SOP’s and flow charts. 12. Take detailed action notes of meetings as and when required, prepare drafts and action any follow up work to ensure efficient work flow. 13. As an expert resource provide advice to Hon/SCN/CNs, wider clinical teams and individual staff on relevant policies e.g. NHS Tayside Nursing and Midwifery Rostering Policy, WTD, Annual Leave Policy. 14. Maintain and manage payment information within the SSTS system . 15. Management of the Centralised Rostering Bureau generic email inbox ensuring timely responses to all questions and queries . 16. Collate and maintain four weeks of roster statistics on a monthly basis and participate in audit activity as required. 17. Provide technical assistance and training to users and answer a range or enquiries . 18. Abstract, analyse, translate and record complex rostering data including providing reports on clinical staffing levels e.g. predicted absences, additional duties, annual leave percentages, etc. 19. To ensure that strict confidentiality is maintained at all times when dealing with staffing information e.g. OHSAS reports and HR agreements for individual staff, as set out under the Data Protection Act. 20. To carry out a range of administrative tasks and be able to provide cover for the Nurse Bank Office, including weekend and ad-hoc scenarios . 21. Maintain personal records for staff working on the Nurse Bank adhering to data protection, maintaining confidentiality at all times. |

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| **6. Communications and Relationships**  To be effective in the performance of this role the Post Holder is required to establish and maintain effective communication and productive working relationships with a wide variety of NHS Tayside staff, such as Heads of Nursing, Senior Charge Nurses, managers within the Nursing and Midwifery Directorate as well as NHS Tayside senior managers.  Excellent communication and interpersonal skills are essential for the following:   * Daily face to face, email and telephone communication with NHS Tayside staff * Respond to a diverse range of internal requests for information regarding roster production, SSTS input and other Central Rostering Bureau/ Bank / Payroll / Recruitment related queries * The post holder must be able to communicate with all individuals in a pleasant and competent manner. * Communication skills are required to use tact and diplomacy when dealing with dissatisfied staff whether in connection with the Centralised Rostering Bureau or the Nurse Bank service. * Provide expect advice to facilitate the process of negotiation between managers and staff to ensure effective and efficient roster production. * Influence and persuade SCN/CNs and HoNs of the importance of compliance with the Rostering Policy and highlight the implications of non adherence for the organisation, clinical team and individual member of staff * Production of Centralised Rostering Bureau reports and use of analytical skills to convey complex information * Develop and deliver training to small groups (up to 4 people) on all aspects of the Central Rostering Bureau and Nurse Bank electronic systems   The post-holder is also required to liaise with nursing agencies and other departments within the organisation, such as, Business as Usual Team, payroll and e-Rostering Team. It is essential therefore that the post-holder is able to communicate confidently and effectively through written or verbal communication. |
| Knowledge, Training and Experience required to do the Job The post holder must be able to work in the busy environment, prioritise their workload and manage the pressure of deadlines. As deadlines are an essential part of this role (NHS Tayside rostering timetable and SSTS deadlines) it is essential that the post holder can manage and maintain their own workload. Therefore the ability to be self-motivated, to work without direct supervision and be responsible for own workload is essential to the role.  The post holder must have the ability to demonstrate effective organisational skills and be able to prioritised workload when having competing demands within a complex environment. Problem solving skills and attention to detail are essential to the role to ensure effective and efficient rosters are produced within the agreed timescales.  Advanced computer skills and proficient in the use of computer and software packages, especially word and excel are vital to have the ability to manage the Healthroster software along with other electronic tools such as SSTS.  To support the above activities an SVQ3 (or equivalent) in relevant subject, ie Information Technology, Business Administration, etc |
| SYSTEMS AND EQUIPMENT This post will involve daily use of:-   * Computer and IT Software packages, for example, Word, Excel, Healthroster, Bank Staff and SSTS. * Office equipment such as telephone, printer, and scanners * N& M Policies and Procedures * HR Policies and Procedures |
| PHYSICAL DEMANDS OF THE JOBPhysical skills/demands (several times per day)  * High degree of typing ensuring a high degree of speed and accuracy using Display Screen Equipment, especially when inputting data into Healthroster and SSTS. * Sitting for long periods of time in one position – typing/administrative work/answering telephone/Roster Creation/ Roster Creation Sessions which results in repetitive movements in relation to keyboard use. * The post holder is required to have the ability to work under considerable pressure and to tight deadlines, therefore the need for speed and accuracy is essential.   **Mental demands**   * The post holder is expected to respond to unpredictable work demands including frequent interruptions (multiple times during each day) which can lead to a change of tasks frequently throughout the day, whilst still being expected to complete other tasks within given timescales. As the post holder is required to back fill the Nurse Bank office and rotate around the full functionality of the Nurse Bank office (recruitment, payroll and weekend working) they are required to constantly adapt and prioritise their workload. * Extremely high levels of concentration required during the roster production ensuring a high level of accuracy at all times. * High levels of concentration required to meet legislative and policy requirements.   **Emotional demands**   * Work is heavily scrutinised by both Senior Nurse for Workforce Planning and Effective eRostering and clinical areas for reporting at strategic level. * Post holder has to deal with frequent negative feedback from individuals who may be stressed/unhappy on a daily basis regarding their shift patterns. * Post holder has to respond to negative feedback from SCN/CN/HoN regarding roster content, SSTS input and Nurse Bank issues.   **Environmental Demands**   * Shared office can lead to noisy difficult working conditions causing frequent interruptions which impact on concentration levels. |

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| DECISIONS AND JUDGEMENTS  The post holder will manage own diary and workload  Prioritise own workload and manage own time, making decisions and using initiative to met the demanding and complex agendas which are sometimes competing agendas and requests.  On a daily basis use initiative and make decisions to resolve problems, although the Senior Nurse for Workforce Planning and eRostering is available, at times, for more complex or strategic issues. |
| 1. **Most Challenging / Difficult parts of the Job**   Meeting deadlines set for roster creation and payroll.  Experiencing high levels of scrutiny from a number of sources with often competing agendas including Executive Managers, Trade Union representatives, HoN/SCN/CNs and Senior Nurse for Workforce Planning and Effective eRostering.  Having the ability to multi-task and respond to frequent interruptions and still ensure that workload is completed to a consistently high standard.  Being able to adapt working and communication styles to meet the requirements of different styles and expectations from Senior managers, clinical staff and individual employees. |