#### **JOB DESCRIPTION**

Caje - Sco6-5860N

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| JOB IDENTIFICATION |
| Job Title: Resident Doctor Monitoring & Liaison Officer  Responsible to (insert job title): Medical Staffing Team Leader  Department(s): Medical Staffing  Directorate: People and Culture Directorate  No of Job Holders: 1 |
| 2. JOB PURPOSE |
| The post holder will support the Medical Staffing Team Leaders in working towards achieving New Deal and European Working Time Directive (EWTD) compliance. The post holder will oversee and organise the bi-annual monitoring of all the resident doctors within a designated area of responsibility and provide advice and practical support to local management, to help secure and maintain New Deal and EWTD compliance for Resident doctors. This includes maintaining an overview of Resident Doctor compliance in terms of hours and non-hour standards (i.e. rostered hours, accommodation and catering) and raising awareness of the New Deal amongst Resident Doctors, Consultants, Clinical Directors, Service and General Managers within a designated area of responsibility.  The post holder will assist with the delivery of training sessions in relation to New Deal software and participate in the delivery of New Deal Awareness sessions to multidisciplinary audiences. The post holder will also assist with the design and redesign of rotas to support new ways of working e.g. Modernising Medical Careers, Hospital at Night. The post holder will assist with service redesign where this effects the structure of current rotas. |
| 3. ORGANISATIONAL POSITION Head of HR Recruitment & Medical Staffing 1WTE  HR Lead – Medical Staffing  1 WTE    Medical Staffing Team  Leaders 1.2 WTE  Resident Doctor Monitoring and Liaison Officer 1 WTE (this post)  Medical Staffing Advisers 3.6 WTE  x 4.4 posts  Resident Doctor Workforce Assistant 1 WTE |

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| 4. SCOPE AND RANGE |
| The Medical Staffing Function provides a professional and comprehensive medical staffing service across both the Acute Division, Mental Health and IJB’s.  This role exists to ensure that Resident Doctors work safely within New Deal guidelines and to reduce banding supplements where possible. The post holder will work in conjunction with the members of the Medical Staffing Department, local management and clinical staff to ensure that each Resident Doctor has a compliant rota and therefore satisfies the requirements of the New Deal and European Working Time legislation e.g. ensure that the monitoring protocol is adhered to and hours of work are maintained within agreed rota templates keeping the costs of the rotas to a minimum. |
| 5. MAIN DUTIES & RESPONSIBILITES |
| 1. Design & construct rotas using Doctors Rostering System software (requires underpinning knowledge of New Deal, EWTD regulations & general experience of work pattern design). 2. Support the Medical Staffing Team Leaders in the collation of information and preparation of reports for Board, Trust and local management groups. 3. Analysis of data and compilation of statistical returns for internal and external bodies i.e. Scottish Executive Health Dept (SEHD), Information and Statistical Division (ISD), Regional Workforce teams 4. Organise and monitor the resident doctors within area of responsibility including  * Scheduling monitoring exercises * Preparation and distribution of monitoring paperwork * Collation and analysis of monitoring data using both manual and with (DRS) software package. * Pre monitoring meetings with residents and clinicians  1. Assist with the provision of a rota redesign service, which allows Service areas to proactively model potential changes in the workforce as a result of internal (e.g. closures) or external factors (e.g. Modernising Medical Careers). 2. Provide advice and practical support to service management teams to develop and implement action plans, review rotas and pilot new rotas towards the delivery of sustained improvements in compliance with New Deal and European Working Time. 3. Work in conjunction with resident doctors, consultants, managers, and other staff to facilitate compliance and to encourage effective working relationships across organisational boundaries. 4. Assist in the delivery of training sessions in the use of DRS for rota building and monitoring analysis for managers, medical staffing team members and clinicians. 5. Assist in the delivery of training sessions on New Deal/ European Working Time for Clinical Directors, Consultants and Service managers 6. Deliver New Deal presentations at resident doctor induction programmes 7. Liaise with internal and external bodies e.g. Finance, Recruitment, and Regional New Deal teams. ISD, BMA, and other Health Boards, Clinical Workforce Redesign Project, Scottish Executive Health Department, etc. 8. As part of the medical staffing team be required to cover and assist team members in all areas of medical staffing during periods of absence or increased activity. 9. To undertake project work such as software updates and implementing new systems as required whilst maintaining service delivery.   **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. |
| **6. SYSTEMS AND EQUIPMENT** |
| The post holder will be required to regularly use the following in order to correspond, access and analyse information:-   * + Personal Computer & printer (Microsoft Word, Excel, Access, Powerpoint)   + E-mail   + Telephone/ scanner   + Personal Files   + Databases – downloads from Payroll System, DRS Resident Doctors software, ISD database   + Resident Doctor Compliance Database   + Internet   The post holder will be required to have detailed knowledge and understanding of, DRS (Doctors Rostering System) software to enable the design of rotas and assist in the delivery of training. |
| 7. DECISIONS AND JUDGEMENTS |
| The post holder is expected to use their own initiative to provide advice whilst keeping within the New Deal and European Working Time legislation requirements.  The post holder will work in conjunction with local management and the Medical Staffing Team Leaders in planning when to monitor rotas within the parameters of the New Deal guidelines.  The post holder manages their own workload to deal with daily queries and to take into account ongoing casework and initiatives and reports directly to the Medical Staffing Team Leaders |
| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| The role involves a high level of verbal and written communication both internal and external at all levels throughout the organisation:-  **Internal:** diverse clinical and non-clinical staff including Associate Medical Directors, Clinical Directors and Lead Clinicians, the BMA and other professional bodies, Resourcing Team, Payroll Department, Finance Department, Health and Safety Department.  **External:** Other NHS Divisions, Scottish Executive Health Department, Information Services Division (ISD), NHS Education for Scotland, General Medical Council, Professional Bodies, Regional New Deal support officers.  The post holder will demonstrate skills of tact and diplomacy and persuasiveness to gain the cooperation of others in working towards EWTD and New Deal compliance e.g. advising Resident Doctors of a change to their salary, advising Consultants that they need to consider changing the way their department operates. As such, the post holder can encounter hostility, conflict and other emotional responses.  In the course of all communications, confidentiality is paramount.  **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. |
| **9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical Effort  * Requirement to spend 25-50% of the working day at the workstation (i.e. sitting in a restricted position) using PC to generate letters, produce reports, respond to e-mails and deal with telephone enquiries.   **Mental Effort**   * Extensive concentration required on a daily basis when compiling reports, analysing data, producing letters and participating in formal meetings e.g. Doctors in Training Workforce Group, Rota redesign meetings, Regional New Deal meetings * Occasional interruptions such as telephone calls and staff members seeking advice, which requires the post holder to change from one task to another at short notice.   **Emotional Effort**   * Requirement to communicate outcomes which may not be well received e.g. reduction to salary, changes to hours of work/ways of working * Exposure to sensitive issues and emotive and hostile situations occasionally. * Use of facilitation skills to mediate between parties with opposing views.   **Working conditions**   * Daily use of PC * Occasional exposure to verbal aggression. * Working in a busy environment. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Negotiating changes to work patterns with Resident Doctors, Consultants, Educational Supervisors and Service Managers. Assisting in the delivery of induction programmes by the way of presentation and or question and answer sessions that can be challenging, particularly if a change has been made to banding supplements (reducing pay).  To support the development and implementation of the New Deal & European Working Time legislation at a time of significant and continuous change within the organisation whilst maintaining effective and compliant rotas to support the clinical service.  Managing time effectively whilst prioritising workload to meet competing demands. |
| 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to degree level and/or equivalent level of knowledge. * Demonstrates continual professional development through attendance at conferences/training days, accessing updates through Internet & journals. * Excellent communication, influencing, mediation, project and people management skills are fundamental to this role as is the ability to work on own initiative. * Knowledge of MMC, New Deal, European Working Time regulations and the medical staffing terms and conditions of service. * Proficient in Microsoft Office. |

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| **12. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |