



ROTA COORDINATOR

INFORMATION FOR CANDIDATES



ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Rota Coordinator
Band	5
Directorate	Theatres, Anaesthetics and Critical Care
Accountable to	Assistant Operations Manager
DBS Required?	No

JOB PURPOSE

This post will involve the day-to-day management of the Surgical Departments' medical staffing rotas ensuring the appropriate levels of staff and clinical safety is maintained at all times. This post will require an individual with excellent planning and organisational skills. The successful candidate will be required to work closely with the Clinical Directors and Consultants for each area, the Senior Management team, and Medical People Services Department, in supporting the needs of these busy and exciting departments.

The post holder will be proficient in Microsoft office, with an exemplary attention to detail and be a great communicator. The post holder will be expected to work in close liaison with Medical People Services to review and implement processes and systems which will positively impact on the efficiency of the locum booking procedure with consideration to reducing Trust spend, increasing patient safety and reducing

Main Duties and Responsibilities

- The post holder will use their knowledge and expertise of managing medical rotas to identify problems and using their own initiative provide and enact solutions to rota issues. This will require liaison with all teams to ensure vacancies are covered as efficiently as possible. The post holder will be expected to monitor future rotas and plan ahead in order to reduce the number of vacant shifts. This means this work is managed, rather than supervised and therefore requires an element of option appraisal and judgment in identifying the most appropriate solution to a staffing issue.
- Review unexpected absences on a daily basis and use own initiative to find and enact solutions to ensure gaps in the rota are mitigated and services are able to provide a safe level of cover, escalating areas of concern to the senior Operational Team if unable to resolve in a timely manner.
- Be responsible for arranging the provision of locum cover for doctors in the relevant specialties, working with the Consultant in getting approval for CVs to allow Medical People Services to progress with agencies.
- Liaise with Agile directly when any urgent cover is required. This will involve the use of initiative and judgement to negotiate hours of cover with medical staff along with liaising with the relevant Consultant.
- Work with Agile, Consultant staff and medical teams to attempt to fill temporary vacancies and support them and the operational team in using own initiative to identify longer term solutions to gaps within the medical rota.
- Work with Medical People Services and Consultant Leads to review rotas ensuring early cover of known gaps.
- Establish and maintain effective administrative systems and processes between Medical People Services, HR and Payroll. Manage frequent change within these systems and update the Centre Management Team and relevant Consultants on progress of the systems and processes.
- Be responsible for liaising with Medical Staffing on a daily basis regarding the progress of vacant posts. Investigate the causes of any delays and action further with the appropriate staff to find resolution.
- Maintain regular, clear communication, and ensure Consultants are informed of any issues relating to the rota.
- Request and keep track of Locum cover and shifts.
- Attend weekly junior doctor meeting to support allocation of shifts and determine any locum cover needed.
- Ensure decisions are based on patient and clinical safety whilst achieving best value for money.
- Generate and circulate weekly junior doctor rota plan in conjunction with Medical People Services.
- Generate and circulate weekly Consultant rota and weekend plan.
- Update systems/relevant staff members with any changes to rotas.
- Build up a good rapport with Junior Doctors, the Consultant body and Medical People Services.
- Deal with contentious issues and undertake difficult conversations within scope of authority

Sickness/Annual Leave Monitoring

- Receive and respond effectively to annual leave and study leave requests from all grades of doctors ensuring the sign off process and Trust policy is followed.
- Monitor sickness, study and annual leave requests for junior doctors and consultants, maintaining accurate records as required and ensuring sufficient doctor cover is in place to deliver service requirements for all periods of leave.
- Manage systems for reporting sickness and absence and liaise with teams to identify the impact of the absence upon the relevant Department. Identify and implement cover arrangements, liaising with Medical People Services to ensure agency requests are sent if required.
- Complete return to work reviews for all Junior doctors and Consultants and escalate review meetings to the operational management team for completion.

Recruitment/Human Resources

- Co-ordinate the development and construction of the medical rotas, in conjunction with Medical People Services ensuring European Working Time Directive compliance.
- Monitor rotas to ensure they are compliant with local and national rules.
- Liaise closely with the Lead Clinician within the Specialty in liaison with Medical People Services to support the organisation of junior doctors change over plans, including organising cover for changeover.
- Build relationships with newly appointed Doctors, prior to their start date. The post holder will be required to meet and greet the new Doctors as and when required and act as first port of call prior to start date.

Financial

- Record cost capture for Locum Doctor Claim forms and send to Finance in a timely manner.
- Ensure that compliance with the agreed Trust rates of pay is maintained.
- Complete and process Break Glass requests for Trust/Care Group approved rates to the senior management team for approval.
- Where additional clinical activities are required ensure operational team sign-off and completion of tracker (Anaesthetics and Critical Care only).
- Raise orders as appropriate using the Trust approved systems and processes.

General Duties

- Deal with enquiries face to face, via telephone and email
- Provide a range of documents e.g., letters, spreadsheets, posters using relevant software packages.
- Problem solving.
- Be accountable for ensuring and monitoring work produced is of the quality and quantity required ensuring expected Trust, Centre and Department standards and deadlines are met.

- Use a wide range of effective communication skills modifying and adapting to a range of situations including the use of persuasion and tact.
- Effectively role modelling a professional and welcoming service treating patients, relatives, colleagues, and Trust Staff in a friendly and courteous manner presenting a good image of yourself through your attitude, behaviour and appearance.
- Be an active and supportive team player.
- To ensure Trust policies are adhered to within your area.
- You will be required to work cross site at both the Princess Royal Hospital Telford and Royal Shrewsbury Hospital.
- You may be required to provide cross cover for other rota coordinators within the Surgery, Anaesthetics & Cancer Division as required.
- Any other appropriate administrative duties as required within Banding.

Organisational Chart





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
Degree or equivalent level of experience	Medical terminology qualification or equivalent level of working experience with medical terminology

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
- Previous experience of autonomously line managing a team. Must have sufficient initiative and experience to act independently to manage the secretarial, administrative, and clerical service as defined. - Experience of working with medical staff - Working knowledge of relevant organisational policies and procedures - Knowledge of contractual arrangements for junior doctors	- Demonstrable experience of successfully completing projects / service improvement initiatives - Experience of having managed a delegated budget or funds - Experience of working with complex rotas

SKILLS

ESSENTIAL	DESIRABLE
- Excellent interpersonal skills and communication skills to liaise with stakeholders internal and external to the organisation - Excellent planning, prioritisation, and organisational skills - Negotiating / persuasive and motivational skills - Ability to provide and receive complex and sensitive information in a tactful and	

sensitive manner • Ability to use Microsoft Outlook and Office packages – for Word, Excel, PowerPoint presentations, to develop and manipulate spreadsheets and databases – equivalent to ECDL. • Complex data analysis and manipulation from a wide range of sources and present • Demonstrate drive, energy, and resilience to drive through and achieve results • Proven ability to demonstrate leadership both within a team and on behalf of the organisation • Possess excellent communication skills; the ability to be clear and persuasive in speech and writing and to handle difficult and sensitive situations both internally and externally at all levels. • Ability to use initiative and work autonomously to make decisions and lead on behalf of the Trust and external stakeholders as appropriate • Customer focused • Ability to prioritise own workload where there are competing demands, and work to tight deadlines when required • Personal resilience: ability to cope with additional workloads created as a result of staff shortages to ensure the service continues • Flexible, self-motivated with a positive 'can do' attitude, adaptable to changing demand	
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GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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Minicom: 01743 261213

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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital