



# MEDICAL PEOPLE SERVICES CO-ORDINATOR

## 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.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# 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

<b>Job Title</b>	MEDICAL PEOPLE SERVICES CO-ORDINATOR
<b>Band</b>	3
<b>Directorate</b>	Workforce Directorate/Medical People Services
<b>Accountable to</b>	Temporary Staffing and Rostering Lead
<b>DBS Required?</b>	No

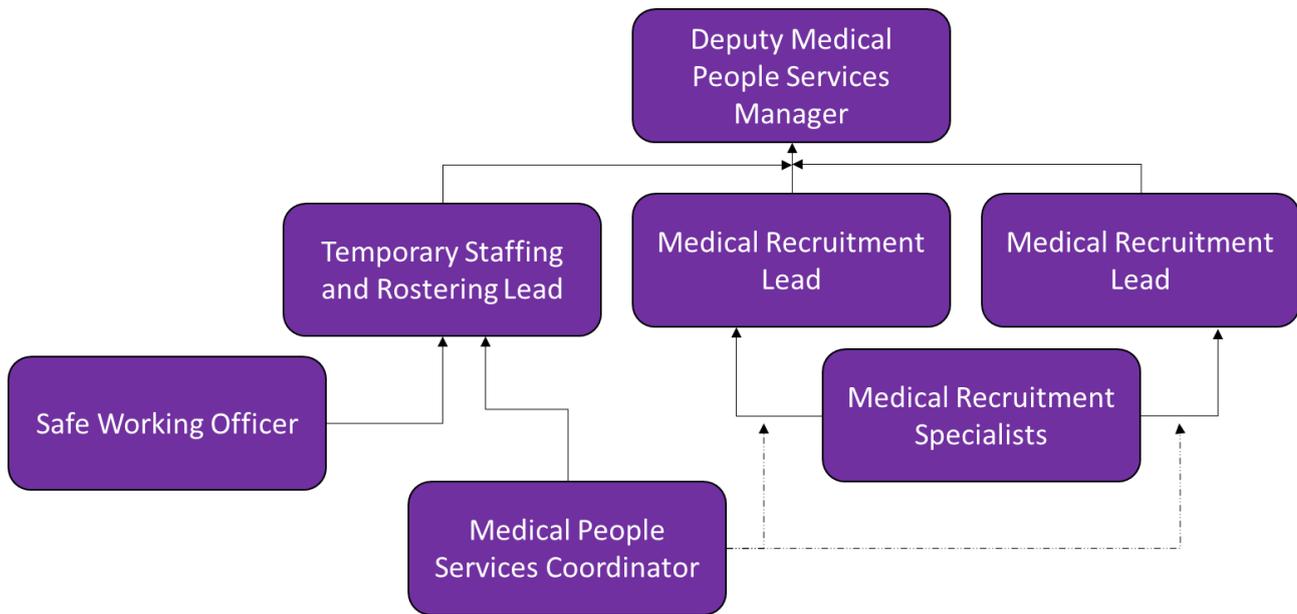
## JOB PURPOSE

To support the Medical People Services department to provide a service that is trustworthy, reliable, and fair.

To support the transition to a modern integrated Medical People Services team that embraces technology to provide an efficient and effective customer focused service which empowers the trust's medical staff to deliver high quality care to our patients.

To deliver the Medical People Services Coordinator role with a sense of compassion, friendliness, individual pride and in the spirit of our Trust Values to provide excellent care to the communities we serve.

## TEAM STRUCTURE



## MAIN DUTIES AND RESPONSIBILITIES

- To co-ordinate the day-to-day running of the medical rotas, including but not limited to, recording leave, managing swaps for contractual compliance, logging sickness, and arranging locums as required.
- Establish and maintain relationships with key clinicians, managers, and other contacts within the Trust, escalating issues where appropriate and required.
- To ensure that postgraduate doctor rotations run smoothly, including managing the pre-employment check process. Be the first point of contact for postgraduate doctors and be able to advise and/or redirect to the correct teams as appropriate.
- Ensure that all work schedules and contracts are issued on the applicable deadlines set out in the Junior Doctor Terms and Conditions.
- Support the delivery of a high quality, customer focused and measurable service to internal and external customers which will be measured by SMART work objectives.
- Support the development of a team-based culture focused on professionalism, meeting the needs of the customer and an environment which strives for continuous improvement and improved efficiency.

## COMMUNICATION AND RELATIONSHIP

- Communicate verbally and in writing with external agencies, such as Health Education England, GMC, Allocate and the trust managed bank provider/neutral vendor.
- Work closely with others within Medical People Services to ensure consistency and cross-cover for all aspects of this role.
- Respond to routine enquiries in relation to co-ordinating rotas and supporting the trainee rotations.
- Take appropriate action to ensure priority is given to key issues raised, maintaining accuracy and confidentiality at all times.
- Escalate any issues as appropriate to the Medical People Services Leads.
- Liaise with internal partners regarding all corporate requirements in relation to trainee rotations. This includes Occupational Health, the Home Office, Medical Education and the GMC.
- To be able to present and communicate key issues and information in relation to trainees at specialty meetings in partnership with Clinical Leads, Operational Managers and Rota Coordinators.

## KNOWLEDGE, TRAINING AND EXPERIENCE

- To have a knowledge of NHS Employers pre-employment check standards (including right to work, criminal record checks, professional registration, etc).
- To work closely with colleagues to ensure that trainees and locally employed doctor vacancies specifically impacting rotas are identified and recruited into as quickly as possible to minimise disruption and cost to the Trust.
- Ensure all data relating to appointments/transfers/terminations, etc, are managed correctly in line with Trust procedures.
- Have a working knowledge of Trust policies to be able to advise medical staff where necessary and appropriate.
- Understanding of the key themes of the Junior Doctor, SAS Doctor and Consultant Terms and Conditions and Working Time Regulations in conjunction with how this impacts deadlines and day-to-day management of the medical rosters.
- To support the rollout of trust e-Rostering systems including training to Divisions as required in conjunction with Medical People Services colleagues.
- Working knowledge of HR software systems, eg, TRAC, ESR and Allocate systems.

## ANALYTICAL SKILLS

- Identify problems that may occur within Medical People Services and either take corrective action or, where appropriate, discuss the problem with a Medical People Services Team Lead.
- Co-ordinate rotas in line with agreed SLAs and liaise with identified clinicians and management to ensure efficient and safe rota management.
- Routinely apply decision making, problem solving and effective communication skills to identify appropriate courses of action, where appropriate resolve issues and ensure effective communication to all key stakeholders.
- Prepare and issue offer letters, work schedules and contracts of employment in line with
- contractual deadlines and ensuring statutory deadlines.
- As part of the Medical People Services team, identify and implement improvements to support the development of the customer experience.
- Analyse data from external bodies (e.g., Health Education England) in relation to trainee rotations, identifying gaps and anomalies to be clarified and recruited to where appropriate.

## PLANNING AND ORGANISATIONAL SKILLS

- Use discretion, independent judgement, and experience to regularly plan, prioritise and manage own workload to ensure all deadlines are met.
- Actively participate in team meetings, putting forward suggestions and ideas for service improvement, to ensure resources are utilised effectively.
- Contribute to the development of procedures, policies, and guidelines.
- Use advanced keyboard skills, working to tight deadlines. This demands speed and particular concentration on high levels of accuracy which will be reflected in SMART objectives.

## FINANCIAL AND PHYSICAL RESOURCES

- Ensure all data input into ESR for payment of salary is correct in partnership with Payroll colleagues.
- Ensure that, when financial discrepancies are identified, the appropriate corrective actions are implemented.
- Ensure effective rota co-ordination, specifically leave and absence management and correct use of internal and external locum rates

## INFORMATION RESOURCES

- Deal with incoming correspondence and respond with the appropriate action through the appropriate media.
- Maintain data confidentiality in accordance with current legislation, policies and procedures.
- Maintain robust quality systems to support the management of staff files (electronic and paper) ensuring compliance with legislation related to protection and storage of information.
- Maintain procedures to ensure confidentiality, accuracy and security of information in accordance with current legislation.
- Produce and maintain spreadsheets and use various computer packages and systems (ESR, Allocate, etc).
- Provide advice and support in resolving enquiries related to medical staff salaries and employee self-service.

## PANDEMIC OR MAJOR INCIDENT

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

## INFECTION PREVENTION AND CONTROL (IPC)

The Trust is committed to reducing the risk of health care acquired infection. Accordingly, the post holder must adhere to all Trust infection control policies, procedures, and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). The post holder is required to report any breaches/concerns promptly using the Trust's incident reporting system.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or member of staff 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 post-holder will have personal responsibility to ensure they do not discriminate, harass, or 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.



## 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
<ul style="list-style-type: none"> <li>Minimum of 3 GCSE/O Levels including Maths and English or NVQ2 or equivalent experience</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Comparable clerical experience within the last two years (including standard office-based systems)</li> <li>A proven ability to meet deadlines</li> <li>Ability to prove recent high level of relevant customer service</li> </ul>	<ul style="list-style-type: none"> <li>Relevant experience of working within a Medical Staffing/Workforce environment</li> <li>Experience of using Oracle/ESR and rostering systems</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Ability to work to high standards with a high degree of accuracy</li> <li>Effective organisational and time management skills</li> <li>Good communication skills – verbal and written</li> <li>Strong understanding and experience of</li> </ul>	

using Microsoft Office (including Word, PowerPoint, Excel, and Outlook)	
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## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to quickly pick up potentially complex processes</li> <li>• Ability to work flexibly, both as an individual and as part of a team</li> <li>• Possess attention to detail</li> <li>• Flexible attitude and approach to workload</li> <li>• Ability to concentrate for prolonged periods</li> </ul>	

## 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

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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.

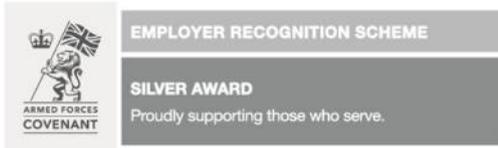
# NO SMOKING POLICY

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.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[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](#)