



ROLE DESCRIPTION

Job Title: Clinical Operations Coordinator

Location: Longbow

Responsible To: Head of Operations

Responsible For: Effective delivery of operational services

1. JOB SUMMARY

These roles are key to ensuring and supporting the delivery of 24/7/365 delivery of out-of-hours services.

The roles involve taking ownership of the clinical and operational staffing requirements of the organisation. Proactively solving staffing issues, escalating concerns and

The post holders will ensure there is an appropriate mix of clinical and operational staff available and will play a vital role in scheduling rotas, coordinating annual leave and providing departmental informatics to aid service delivery.

2. KEY TASKS AND RESPONSIBILITIES

- To coordinate the scheduling of staff in line with departmental staffing requirements using rota master computer systems ensuring compliance with working time directive, rota guidelines and company policies and procedures.

- Act as the first contact for ensuring clinical and operational staffing levels are aligned to *agreed* minimum staffing requirements.
- Act on unexpected gaps in staffing by using initiative ensuring levels of cover are safe and concerns are escalated to a member of the senior leadership team when appropriate.
- Be responsible for ensuring staffing levels are in line with agreed departmental requirements and any deficiencies are escalated to line manager promptly.
- Process, authorise and monitor annual leave requests in line with organisational policy and departmental staffing requirements.
- Provide informatics to line manager to ensure annual leave is taken in line with organisational policy.
- Maintain computer records to ensure absence levels and hours are recorded on a daily basis to inform service wide absence levels.
- Schedule and provide administrative support to ensure return to work interviews are completed in line with policy.
- Updating and monitoring pay rates on rota system software to ensure effective financial payments are made.
- Participate in regular departmental meetings to discuss issues affecting performance, including shift fill rates and absence levels.
- Monitor under/overspend on rota patterns to highlight areas of efficiency and to support scheduling increased staffing levels in periods of high demand.
- Act as a filter for low level queries from employees. For example, payroll queries, annual leave balance.
- Assist in providing and presenting data to inform departmental adherence with key performance indicators (KPIs).
- Preparation of reports when requested by line manager.

- Ensure records in the department are kept up to date and in accordance of GDPR/organisational policy.
- Assist with management and mitigation of risk in department. This includes completing or assisting with work place risk assessments when requested by manager.
- Scheduling, and monitoring compliance, with staff 121s and departmental manager to ensure departmental compliance with 121 KPIs.
- Coordination ordering and issuing of uniform to staff when appropriate to role.
- Work in collaboration with other operational coordinators to ensure cross departmental scheduling and coordinating cover is present in times of annual leave, absence cover.
- To assist the department to meet the requirements of any relevant accreditation, audit, eg, CQC,ISO/IGSOC/Safe guarding.
- To understand and assess the risks of the information assets “owned” pertaining to the position.
- To understand and assess risks of the information flows relating to the work streams and team management that the post holder is responsible for.
- To have flexibility regarding hours and responsibilities in line with the delivery of out of hours services.

The following details are generic to all Shropdoc employees:

3. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

4. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

5. PROFESSIONAL REGISTRATION

- If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

6. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

7. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

8. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed.

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

9. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

10. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

11. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

12. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

13. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the HR Director or any other Manager within Shropdoc.

14. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and CCGs at all times with a service that confirms to Shropdoc's quality management system.

15. TRAINING

All staff must attend statutory /mandatory training as instructed.

16. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

17. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

18. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

Line Manager's Name:

Line Manager's Signature: Date:

PERSON SPECIFICATION

Operations Coordinator – Clinical/Call Centre/Field

(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post:

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	<p>Good standard of general education. 5 GCSE's A- C or grade 4-9, including Maths and English</p> <p>IT qualifications.</p> <p>Proficient keyboard skills</p>	EDLC	<p>Application form</p> <p>Interview</p>
Experience	<p>A minimum of 12 months of working in a staff scheduling and coordinating role.</p> <p>Experience of collaborative working across departments to facilitate multi work stream cover.</p> <p>Competent in the use of computerized rostering and scheduling systems.</p> <p>Proficient in Microsoft office, word, excel, outlook,</p> <p>Experience in monitoring budgetary requirements, absence rates and shift fill rates against agreed levels.</p>	<p>Previous experience in a line manager, leadership or supervisory role.</p> <p>Experience of working in a clinical/out-hours/urgent care environment.</p> <p>Working time directive knowledge</p>	

Other attributes	<p>Excellent communication, listening, telephone manner and interpersonal skills</p> <p>Ability to concentrate for prolonged periods of time</p> <p>Ability to use own initiative and prioritise work</p> <p>Confident decision maker</p> <p>Systematic approach to problem solving</p> <p>Team player</p>		
Other general requirements	<p>Good general health</p> <p>Flexibility in working in a rostered environment 24/7, including night shifts</p> <p>Ability to meet the transport needs of the post.</p>		