



Role Description

Job Title:	Field Team Supervisor
Location:	Head Office, will be required to travel to all locations.
Hours of Work:	37.5 hours - flexible to suit the needs of the business
Responsible To:	Field Team Manager
Responsible For:	Field Teams and the Primary Care Centres

JOB SUMMARY

Under the direction of the Field Team Manager, this role will provide support in ensuring the efficient running of Shropdoc bases across Shropshire and Powys. This is achieved through having staff trained in patient focused care and well-resourced Primary Care Centres.

The role will require line management of large, dispersed teams and applying processes effectively to ensure compliancy with regulatory bodies.

It will involve making sure staff have the required skill level and training, medicines are managed in line with strict process, also operational equipment and vehicles are maintained and that health and safety concerns are managed proactively.

1. KEY TASKS AND RESPONSIBILITIES

Operational Management

1.1. To promote within the team and strictly adhere to Shropdoc:

- Policies
- Procedures
- Working Instructions
- Escalation Plan
- Health and Safety Policy
- Confidentiality and Ethical Standards
- Family Friendly Policies

- 1.2. To attend weekly briefing led by the Field Manager on matters specific to the field team.
- 1.3. To ensure the smooth and consistent operation across all Primary Care Centres (PCCs) in accordance with the procedures and guidelines established by management including the implementation of policies, procedures and working instructions as cascaded by the Field Team Manager.
- 1.4. To ensure that all reference material in respect of training, procedures, working instructions and guidelines are kept up to date and available for all field team.
- 1.5. To support the Field Team and Primary Care Centre Technicians to ensure shift log entries relating to operational issues are actioned appropriately on a daily basis in accordance with the organisation guidelines.
- 1.6. To ensure that any pre-bank holiday planning and operational checks are carried out and all relevant equipment is operational and in place.
- 1.7. To cover operational shifts in exceptional circumstances as requested working within Working Time Regulations.
- 1.8. To generate and maintain good working relationships with heads of Minor Injury Unit and relevant managers at hospitals where we have our PCCs.
- 1.9. To ensure that changes in process are cascaded promptly and appropriately to Primary Care Centres and PCCAs.
- 1.10. To work closely with Shift Leaders, Call Centre Manager and Despatchers and Clinical Team Managers to ensure adherence to protocols, develop efficient working relationships and attend and contribute to relevant meetings
- 1.11. To negotiate annual leave and absence with the Field Team Manager and Medicines Management Lead to ensure adequate managerial presence and to cover their workload as appropriate at these times.
- 1.12. To undertake 1 shift per month at a base; it is expected that at least 1 shift will have been undertaken at each base within 12 months.

2. People Management

- 2.1. To promote and demonstrate Shropdoc's values, vision and behaviours and to always be an ambassador for the organisation.
- 2.2. To manage the designated PCCAs, monitoring their effectiveness in line with expected standards, ensuring that constructive feedback is given where appropriate.

- 2.3. To ensure that any rota pattern change requests are actioned in accordance with appropriate guidelines whilst maintaining adequate staffing levels.
- 2.4. To develop and support designated field teams through giving meaningful 121s. To engender positive team working through recognising success and promptly resolving performance issues.
- 2.5. To process requests for annual leave for designated non-clinical teams in accordance with relevant guidelines to ensure rota stability, monitor time keeping, sickness absence & completion of 'return to work' form following relevant sickness and absence processes.
- 2.6. To ensure all DBS document checks, driver documentation, driver's assessment, fuel card management, 3 & 6 month reviews and induction forms for new starters are completed for all field staff in conjunction with HR as applicable.
- 2.7. To support Field Team Manager with analysis of training needs and support with implementation of appropriate learning and development.
- 2.8. To be responsible for communicating and enforcing changes in procedure and practice as directed by Field Team Manager or Head of Operations.
- 2.9. To be responsible, in conjunction with Field Team Manager and HR Team, for recruitment of all new staff ensuring that they are interviewed, inducted and trained appropriately in accordance with laid down procedures, working instructions and guidelines.
- 2.10. To be responsible for ensuring all newly recruited staff receive a tailored induction package and that this is monitored and signed off accordingly.
- 2.11. To attend and contribute to quarterly base meetings with all PCCAs and to chair these meetings in the absence of the Field Team Manager.

3. Audit

- 3.1. To undertake on a weekly basis a review of all duty paperwork at Primary Care Centre's and action any concerns as they arise.
- 3.2. To undertake a documented quarterly check of each Primary Care Centre to ensure that all operational procedures, guidelines are consistent in each Base.
- 3.3. To co-ordinate and review vehicle checks undertaken by the PCCT's every quarter.

4. Clinical Provisions Support

- 4.1. To work with Field Team Manager and Patient Liaison and Risk Officer to ensure that clinical incidents or areas of concern are investigated and appropriate actions taken as directed along with ensuring that any new process/instruction/supplies relating to these areas are appropriately disseminated.
- 4.2. To work with Field Team Manager to ensure adherence of all relevant procedures relating to Infection Control, Medicines Management, Prescription Management and Controlled Drugs.

5. Field Operations

- 5.1. To work closely with the Head of Operations and the Field Team Manager to ensure that adequate field staffing levels, systems and procedures are in place to ensure an efficient, resilient and high quality delivery of services.
- 5.2. To assist the Field Team Manager in the review, update and implementation of operational procedures and protocols to ensure they are sufficient to meet the needs of the company and any quality standards and reporting needs of our partners.
- 5.3. To maintain a continuous improvement approach to improving administration and communication processes between field operations and headquarters.
- 5.4. To assist with investigation (delegating where appropriate) complaints and incidents which involve any field activity, action any outcome where necessary. Reporting on investigations and outcomes where appropriate to Head of Operations and collaborating with the Patient Liaison and Risk Manager with regards the process and record keeping.

6. General

- 6.1. To maintain a constant and continuous interest in Health and Safety matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behaviour. To ensure that in the event of incident/accident these are reported to the appropriate bodies/personnel and in the appropriate accident books and Shift Logs. To ensure that monthly electrical checklists are carried out and returned to Longbow. Attend Health & Safety Committee meetings where necessary by prior arrangement.
- 6.2. To liaise monthly with MIU Units and hospitals in relation to patient management, update and implementation of local policy changes, infection control/cleaning management, maintenance access and any other issues that may arise that affect the workings between MIU and hospitals.

7. PROBATIONARY PERIOD

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

8. 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.

9. PROFESSIONAL REGISTRATION

- i. 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.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. 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.
- iv. 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.

10. 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

11. DATA PROTECTION AND THE DATA PROTECTION ACT 1998/GDPR

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.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

12. 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.

13. 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, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at 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.

14. INFECTION CONTROL

All staff are required to be familiar with Shropdocs 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.

15. 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.

16. 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.

17. 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 Personnel Manager or any other Manager within Shropdoc.

18. 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 PCTs at all times with a service that confirms to Shropdoc's quality management system which itself complies with BS EN ISO 9001.

19. TRAINING

All staff must attend statutory /mandatory training as instructed.

20. 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 meters of Shropdoc main buildings.

21. 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.

22. JOB DESCRIPTION AGREEMENT

Post Holders Name:

Post Holders Signature: Date:

Line Managers Name:

Line Managers Signature: Date:

PERSON SPECIFICATION

Field Team Supervisor (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 education. Equivalent 5 GCSEs.</p> <p>Managerial qualification or willing to work towards.</p> <p>Full Driving License</p>	<p>Educated to degree level or demonstrable significant experience in a managerial role.</p> <p>IOSH Managing Safely</p>	<p>Application form</p> <p>Interview</p>
Experience	<p>An experienced, empathetic people manager with professional evidence of having managed, supported and empowered teams to deliver at their maximum.</p> <p>Development of staff, including appropriate performance management and analysis of training requirements.</p> <p>Experience in establishing a culture of positivity, engagement and empowerment throughout teams.</p> <p>Experience of maintaining positive engagement through periods of change.</p>	<p>Previous experience in a similar environment working with staff across multiple sites.</p> <p>Experience of working in a health care environment.</p> <p>Proven experience of managing large teams across dispersed sites.</p> <p>Demonstrable experience of co-ordinating projects and relationships in complex and challenging environments.</p>	<p>Application form</p> <p>Interview</p>

Skills/Abilities	<p>Solid understanding of the importance of excellent interpersonal communication, both written and verbally.</p> <p>An ability to deliver a difficult message well.</p> <p>Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets.</p>	<p>Able to analyse interpret and as necessary make decisions based on a range of information.</p>	<p>Application form</p> <p>Interview</p>
Knowledge	<p>Working knowledge of Word, Access, Excel, Power Point and other office applications</p>		<p>Application form</p> <p>Interview</p>
Other attributes	<p>Able to self-reflect and take ownership of personal development and learning.</p> <p>Able to demonstrate resilience in challenging situations and deescalate accordingly.</p> <p>To have confidence that is informed by awareness of own strength and development areas.</p> <p>A 'people person' who sees the best in everyone and proactively supports development as required.</p> <p>Understanding of and demonstrable commitment to equality and diversity in employment and service delivery</p>	<p>Positive attitude towards learning and development, demonstrated by a record of continuous professional development</p>	<p>Application form</p> <p>Interview</p>

	<p>Ability to prioritise workload on a continuous basis ensuring the most urgent problems are given highest priority</p> <p>Uses creative initiative and draws from own resources to find innovative solutions.</p>		
Other general requirements	<p>Able to work flexibly to meet the needs of the business, including the requirement to work some unsocial hours</p> <p>Full driving licence and confident driver</p>		