# 1. JOB DESCRIPTION

# Job Title: Relief Shift Leader

Location: Longbow

Hours of Work: 35 hours per week

Responsible To: Call Centre Manager

**2. JOB SUMMARY**

To be responsible for the management of the Call Centre Operations overseeing all staff who work shifts over a 24-7 rota pattern. You will be responsible for identifying and focusing on levels of operational service delivery and implementing contingencies to ensure that standards and response times are met.

This is a multi-skilled role which will involve crossing between Out of Hours and In Hours.

During out of hours the Shift Leader will be the **Responsible Person** for Health and Safety.

**3. KEY TASKS AND RESPONSIBILITIES**

Principal Duties

1. To promote and demonstrate corporate ethos and professional ways of working.

2. To attain, monitor and sustain service level targets and response times.

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

- Procedures

- Systems

- Escalation Plan

- Health and Safety Policy

- Confidentiality and Ethical Standards

- Family Friendly Policies

4. Responsible for carrying out the OOH DR process and reporting.

5. To assist with investigation of complaints and incidents, actioning any outcome where necessary. Reporting on investigations and outcomes where appropriate to Call Centre Manager and collaborating with the Risk Manager with regards the processes and record keeping.

6. To ensure that where required operational information is disseminated to all groups of Call Centre staff in an appropriate and timely manner to include coaching these groups where appropriate.

7. Analysing live data and taking appropriate action where relevant to the resource plan.

8. To ensure that all pre-bank holiday operational checks are carried out and all relevant equipment is operational and in place.

9. To monitor the effectiveness of the Call Handling teams in line with expected standards including quality assurance and data validation ensuring that constructive feedback is given where appropriate. To record team progress and individual meetings liaising with others where appropriate.

10. To make amendments to non-clinical information within a patient record (i.e. demographic information) due to inaccuracies, incurred information provided, duplicate records etc. ensuring that details of what changes have been made are recorded in the Clinical Information System audit trail.

11. To ensure that staffing levels are monitored and report all absences and variances maintained at a consistent level in all Call Centre staff groups, and to be responsible for ensuring that any rota pattern change requests are actioned in accordance with appropriate guidelines whilst maintaining adequate staffing levels.

12. To attend monthly Operational Meetings and any other meetings as may be required and consistent with the role.

13. 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 behavior. 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.

14. To undertake regular Shift Leader shifts ensuring that skills are kept up-to-date.

15. To act as Smartcard sponsor for the organisation and undertake any training as required by the relevant Registration authority.

16. To assist the Call Centre Manager enforcing and ensuring the compliant use of Smartcards by Shropdoc employees.

19. To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.

20. In line with other posts may be subject to change according to service needs, in consultation with the post holder.

**Other Relevant Conditions for this Role**

**Shift Allocation/Hours**

We will endeavour to notify you of your hours with at least 2 weeks’ notice however, should you be allocated a shift 7 days or more in advance and you turn down this shift you will be required to take annual leave for the shift in question.

Hours for each six monthly period April – September and October – March will be 832. Any additional hours that you work over and above this (meetings and non-shift related overtime will be included in this figure) will be paid every six months i.e. 31st October for April – September and 30th April for October-March.

Should you have worked under your hours and have reasonably been allocated shifts in accordance with the guidelines above you will be deducted the relevant shortfall at the end of each six month period.

You will be sent on the first working day of July, October, January and April a summary of your hours for the preceding three months, this will give you visibility as to where you are with your annual hours on a regular basis.

Due to the relief nature of the role some months/weeks you may be allocated more/less shifts than others and therefore on occasions your hours may be less or more than 32 hours per week.

The following details are generic to all Shropdoc employees:

**4. PROBATIONARY PERIOD**

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

**5. 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.

**6. PROFESSIONAL REGISTRATION**

1. 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.
2. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
3. 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.
4. 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.

**7. 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

**8. 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.

**9. 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.

**10. 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.

**11. 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.

**12. 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.

**13. 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.

**14. 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.

**15. 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.

**16. TRAINING**

All staff must attend statutory /mandatory training as instructed.

**17. 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.

**18. 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 conjuction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

**19. JOB DESCRIPTION AGREEMENT**

Post Holder’s Name: ……………………………………………………………………………………

Post Holder’s Signature: ……………………………………………… Date: …………………….

Line Manager’s Name: …………………………………………………………………………………

Line Manager’s Signature: ………………………………………….. Date: …………………..

**PERSON SPECIFICATION**

**RELIEF SHIFT LEADER**

**(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**

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| --- | --- | --- | --- |
| **Requirement** | **Essential** | **Desirable** | **Evidenced by** |
| **Education and qualifications** | Good standard of education (e.g. 5 GCSE’s or equivalent including Maths and English)  ECDL or equivalent | Level 3 Management/Leadership qualification or equivalent experience | Application form  Interview |
| **Experience** | Shift Management experience ideally in a Call Centre  Demonstrable experience of coaching/mentoring and developing new and less experienced staff | Previous experience in a similar role or environment  Previous staff management experience | Application form  Interview |
| **Skills/Abilities** | Excellent verbal and written communication skills, adapts style to audience  Ability to supervise staff to adhere to targets, objectives and deadlines  Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets  Ability to analyse, interpret and as necessary make decisions based on a range of information  Ability to perform the role in a high pressure environment | Ability to produce and analyse statistics and graphs  Motivational leader able to engage staff to adhere to higher levels of performance | Application form  Interview |
| **Knowledge** | Good knowledge of Word, Access, Excel, Power Point and other office applications  Understanding of Health & Safety matters and associated reporting systems | IOSH Managing Safety | Application form  Interview |
| **Other attributes** | Confident  Understanding of and demonstrable commitment to equality and diversity in employment and service delivery  Maintain a professional image at all times  Calm disposition with ability to diffuse tension and stress in others and to deal with emergency/critical situations  Ability to prioritise workload on a continuous basis ensuring the most urgent problems are given highest priority  Creative approach to problem solving  Enthusiastic and self-motivated  Willingness to accept responsibility |  | Application form  Interview |
| **Other general requirements** | Ability to work unsocial and irregular hours with flexibility to meet the relief nature of the post.  Flexibility to cover sickness and holidays of other team members  Able to work as part of a team |  |  |