

1. GENERAL INFORMATION

Job Title: Relief Shift Leader

Location: Longbow

Hours of Work: 28 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. Directing operational and staffing/training issues whilst on shift.

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, to action 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 planning and 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 change requests are actioned in accordance with appropriate guidelines whilst maintaining adequate staffing levels.
12. To attend 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 maintain knowledge and a working understanding of all telephony and electronic systems and software utilised within the Call Centre.

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.
17. To assist the Call Centre Manager in relation to dealing with day to day staffing issues, sickness return to works, investigations, performance issues, training and ensure that staff maintain their training tracker modules.
18. To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
19. You will be expected to cover shifts within other workstreams as well as the Shift leader role when operationally required. This may also include assistance with coaching and training new and existing staff.
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 endeavor 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. All shifts will be added to and paid using rotamaster

Due to the relief nature of the role, you may be allocated more or less hours per week than your contracted hours, however we will endeavor to maintain an average which, at a minimum, meets your contracted hours.

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

- 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.

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 organisation's 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 Shropdocs 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 conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holders Name:

Post Holders Signature: Date:

Line Managers Name:

Line Managers Signature: Date:

Person Specification
Relief Shift Leader (Call Centre)
(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	<ul style="list-style-type: none"> • Good general level of education, 5 A-C or 4-9 GCSE grades. 	EDCL, H&S qualifications, NVQ level 3 Supervisory	Application form Interview
Experience	<ul style="list-style-type: none"> • Previous Shift Management experience 1 year plus 	<ul style="list-style-type: none"> • ideally in a Call Centre setting 	Application form Interview
Skills/Abilities/Knowledge	<ul style="list-style-type: none"> • Good knowledge of Word, Access, Excel, Power Point and other office applications • Ability to produce and Analysis statistics and graphs • Excellent verbal and written communication skills, adapts style to audience • 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 		Application form Interview

	<ul style="list-style-type: none"> • Ability to perform the role in a high pressure environment • Staff Management experience 		
Other attributes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Flexible in approach to new development and changing needs of the Service • Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have 		

	<p>been notified and arrangements made under the Equality Act</p> <ul style="list-style-type: none"> • Able to work various shifts, including evenings, weekend, overnights and Bank Holidays 		
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