JOB DESCRIPTION

JOB TITLE: Team Co-Ordinator (Nursing)

RESPONSIBLE TO: Head and Deputy Head of Nursing

LOCATION(S): The post holder will have an office base at Osprey Court in BrisDoc’s Head Office.

Job Context

BrisDoc currently operates the following services: (1) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices; (2) Daytime GP Practices (Broadmead Medical Centre which also has a walk-in service), Northville Family Practice, and the Bristol Homeless Health Service; (3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

BrisDoc Out of Hours Service provides a fast, friendly and reliable urgent care service to over 900,000 patients across Bristol, North Somerset and South Gloucestershire. We operate during the hours that your GP surgery is closed, between 18:30 to 08:00 every weekday, and 24 hours over weekends and Bank Holidays however have operational staff working.

Job Summary

To provide high quality support to the Head of Nursing and Deputy Head of Nursing in all aspects of activity relating the management of the Nursing/ECP/HCA/Pharmacist Team. To develop and maintain a close working relationship with key personnel to ensure effective communication and management of workflows. To be instrumental in the development and maintenance of a robust administrative service providing support to the Head and Deputy Head of Nursing.

To provide an efficient and effective first point of contact for nursing team. To deal with complex enquiries and sensitive information on a variety of subjects both internally and externally.

To manage and resolve issues on a day to day basis and investigate, propose and facilitate appropriate solutions, seeking advice when appropriate.

Main duties and responsibilities:

PATIENT CARE:

Rota coordination

- Ensuring the nursing rotas are fully resourced, in partnership with the centralised Rota team
- Ensuring that the Default rota is kept up to date and that the live rota is also up to date when there are changes in staffing
- To proactively communicate with nursing staff by email and telephone and respond
promptly to queries
- To take action as required and in accordance with agreed protocols when cover is required at short notice – e.g. to cover sickness absence
- Take actions from shift report relating to the team and manage. Report to Rota Team/Manager/HR.
- To ensure escalation protocols are invoked to the relevant individuals/teams when necessary in order that patient care is not compromised
- Attending the RotaMaster User Group Meetings and ensuring that any relevant information is circulated
- Communicating any Rotamaster changes/instructions to the team.
- Support with medicine management procedures as required.

WORKFORCE CARE:

Staff Communication
- To ensure effective internal staff communication mechanisms are in place across the OOH nursing team
- To ensure staff receive feedback information relevant to their specific role and in a timely fashion
- To ensure that staff are valued and appreciated for their contribution to the service
- Taking notes during meetings and distributing them to relevant team members

Recruitment, selection and contractual changes
- Supporting the Head and Deputy Head of Nursing with all recruitment & selection of nursing staff.
- Ensuring HR are informed of any contractual changes to team members’ contracts

Induction Training and Development
- To assist with the induction of clinical staff when required
- Arranging IT access, on site and on job training, ID Badge applications.
- To ensure staff have the required skills to undertake their role
- To help identify and plan the training and development needs of staff in partnership with the Head & Deputy Head of Nursing to ensure that staff are up to date on statutory and mandatory training
- Entering all authorised training absence onto Rotamaster
- Ensuring all authorised training requests over and above the statutory / mandatory training are sent to the HR dept.
- Work with Head/Deputy on the Education Strategy/other Projects and its ongoing organisation.
- Assist in organising annual appraisals and one to one meetings

Annual Leave
- Calculating all yearly (and periodically) Annual Leave entitlements for all OOH Nursing Staff
- Ensuring all annual leave requests are appropriately authorised in line with resourcing levels, and recorded on Rotamaster Managing and reporting any ‘Buy Back’ to the Payroll team by 7th January
- Updating and maintaining the annual leave calendar in the shared drive to allow all staff to check leave availability
Sickness
- Entering all sickness absence onto Rotamaster and notifying rota team
- Ensuring all sickness absence is appropriately certified and Return to Work discussions are completed

QUALITY CARE:

Process Management
- To identify improvements in operation process, including developing and reviewing standard operating procedures
- To communicate relevant learning from service audits and evaluations with staff to help facilitate process improvement
- To contribute to effective working partnerships with other teams working across the organisation.

Information Governance - Information requests
- Liaising with OOH IG Lead should any information requests be received
- Entering the request details on the information request logs
- Liaising with relevant staff regarding complaints, compliments and incidents as needed.

Health and safety
- Completing the Health and Safety checklists (under the guide of BrisDoc’s Head of Governance) and reporting any concerns to the Head & Deputy Head of Nursing
- Carrying out Risk Assessments with staff when required, including DSE Risk assessment at induction and for expectant mothers and breast feeding mothers

Significant events
- Collating any completed significant event forms and passing to Clinical Lead and Service Manager for discussion at the nearest scheduled team meeting
- Entering details into significant event log
- Scanning paper copies and storing on shared drive, confidentially disposing of paper copies

Audit notes
- Manage the frequent callers audit, action as appropriate and feedback to Manager.
- Ensure the Infection Control Audits are managed

RESOURCE CARE:

Overtime
- Reminding all staff to ensure that they over time is entered onto the on-line Rotamaster in line with payroll deadlines.
- Informing Payroll of any overtime that is out of the current calendar month
- Checking all over time is correct and authorising it within RotaMaster

RADAR
- Maintaining and updating OOH Nursing page on Radar on a routinely basis as well as under the direction of the Service Manager and Clinical LeadHead & Deputy Head of Nursing.
### General Administrative Duties
- To work autonomously to provide comprehensive administrative support including:
  - complex diary management and planning of forward calendar arrangements
  - preparing relevant papers for meetings and any off site travel arrangements
  - managing electronic mailbox and paper communications, maintaining an efficient bring forward system and facilitating responses on behalf Head/Deputy Head of Nursing without direct supervision
  - identifying and recording meeting actions, nominating appropriate respondent and tracking timely response
  - To provide high level minutes and servicing of meetings as required
- Answering telephone and taking messages for relevant people when required
- General word processing, emailing, photocopying, faxing – including checking relevant email accounts and distributing emails
- Various filing
- Ordering any consumables or stationery as required
- Ensuring any equipment owned and used by OOH Nursing Team is calibrated and maintained as required in conjunction with BrisDoc’s Facilities Manager

### General Duties
- The post holder may be required to work additional hours to cover holidays and sickness.
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with senior management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

### Flexibility
This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

### Confidentiality:
Under the Data Protection Act 1998, the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
• Information relating to patients, carers, colleagues, other healthcare workers or the
business of the practice may only be divulged to authorised persons in accordance with
BrisDoc's policies and procedures relating to confidentiality and the protection of personal
and sensitive data.

Equality and Diversity:
The post-holder will support the equality, diversity and rights of patients, carers and
colleagues, to include:

• Acting in a way that recognises the importance of people’s rights, interpreting them in a
way that is consistent with BrisDoc’s procedures and policies, and current legislation
• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and
respects their circumstances, feelings priorities and rights

Health & Safety
Employees must be aware of the responsibilities placed on them under the Health and Safety
at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe
environment for patients, visitors and staff.

Environment
The postholder needs to be aware of One Care Consortium's impact on the environment and
be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling,
waste management, use of vehicles etc.

Rehabilitation of Offenders Act
This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as
such it will be necessary for a submission for Disclosure to be made to the Disclosure and
Barring Service (formerly known as CRB) to check for any previous criminal convictions.
# PERSON SPECIFICATION

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<th>Factor</th>
<th>Essential Attributes</th>
<th>Desirable Attributes</th>
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<tr>
<td><strong>Qualifications and training</strong></td>
<td>Formal qualifications that demonstrate excellent literacy skills (minimum of GCSE English grade B, or equivalent). Evidence of computer literacy including MS Word, MS Excel and MS Powerpoint, Outlook</td>
<td>Formal training in business administration A short-hand qualification + Formal typing/word-processing qualifications (E.G. RSA III)</td>
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<td><strong>Knowledge and Experience</strong></td>
<td>Experience of full range of administrative procedures Experience of providing PA support to senior staff Fluency in Microsoft office products and knowledge of RotaMaster systems/Payroll</td>
<td>Experience in handling sensitive and confidential data Experience in managing diary and bring forward systems Experience of production of meeting agendas and minute taking</td>
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<td><strong>Skills and abilities</strong></td>
<td>Excellent communication skills – able to communicate clearly and succinctly in writing and verbally Excellent administrative skills and with a high level of accuracy Sound understanding of data and basic data analysis and presentation methods Credible representative of the organisation with internal and external stakeholders Able to listen carefully in order to understand the needs of others Able to organise work flow for self and others Able to quickly establish rapport and credibility with others in the team Able to maintain confidentiality at all times with regards to staff and patients Able to use own initiative Excellent keyboard skills Able to maintain accurate records Excellent accuracy and attention to detail in document production</td>
<td>Able to identify opportunities for improving business procedures and processes</td>
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<td><strong>Behavioural attributes and competencies</strong></td>
<td>Good team player who values the contribution of all members and works effectively in partnership with others</td>
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Good time management being able to prioritise work and work under pressure
Adaptable and able to respond to a changing situation
Self motivated and able to work autonomously
Ability to recognise own limitations and act upon them appropriately
Willingness to learn new skills and to problem solve
Able to manage sensitive and emotive situations.
Able to remain impartial and non-judgmental during times of sensitivity, stress and conflict.
Willing to work flexibly as required to meet the needs of the Directors/Senior Managers and priority programmes and projects.
Willing to attend meetings / events out of hours where needed.

September 2017