

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Rota Team – Operational Support
<b>RESPONSIBLE TO:</b>	Manager designated to manage the rotas
<b>LOCATION(S):</b>	Based at BrisDoc Headquarters in Osprey Court. Occasionally will be expected to work / attend meetings at additional sites.

### Job Context

The Bristol, North Somerset and South Gloucestershire health community is made up of a population of circa 900,000 people and over 100 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

This post is within BrisDoc's Central Rota team.

### Job Summary

The purpose of the Rota Team – Operational Support role is to fill the BrisDoc rotas with appropriately trained and approved staff in a timely and efficient way.

This will cover clinical and non-clinical rotas in daytime and IUC services.

This will involve working with all members of the various Service Delivery Teams to support the effective operational management of the service and ensure that a quality workforce is in place to deliver high standards of care to patients across Bristol, North Somerset and South Gloucestershire.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

### Main duties and responsibilities:

The post holder will be responsible for:

Filling BrisDoc organisational rotas for operational and clinical staff. This will include clinical and non-clinical rotas in daytime and IUC services.

The post holder will be responsible for the quality and consistency of the data being recorded via the RotaMaster system.

The post holder will update data records and cleanse information as required to ensure the system delivers accurate and timely information.

The post holder will administer the process of filling sessions for the workforce rota for both salaried staff and sessional clinicians.

The post holder will proactively communicate with clinicians by NetMaster, email and telephone and respond promptly to queries

The post holder will take action as required and in accordance with agreed protocols when cover is required at short notice – e.g. to cover sickness absence

The post holder will escalate issues and risks to the Rota Team Manager so that rota management can be proactive rather than reactive

The post holder will ensure shift status and special rates have been recorded correctly.

The post holder will assist with the Registrar process – this includes acknowledging GPR requests, ensuring all relevant forms have been completed. Once approved, arranging for the GPR to be set up on RotaMaster and Adastra in order that the GPR can book clinical sessions alongside a GP Trainer.

The Post holder will assist with telephoning GP practices with Practice Liaison information highlighted by Clinicians from the IUC service.

The post holder will assist with accurately uploading Care plans and special notes on to the Adastra system within the specified time frame.

The post holder will assist with completing Amalgamation of patient records within the Adastra system.

The post holder will check and action the Web Bookings and Registrar booking logs within Rota Master.

The post holder will monitor all of the Rota Team e-mail accounts actioning as necessary.

The post holder will be required, on occasions, to host induction evenings at Osprey Court.

The post holder will need to be flexible to the pressure of work and be able to move between tasks as required.

This is not an exhaustive list and may change in line with service demands.

#### **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 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 post holder 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 post holder 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 post holder needs to be aware of BrisDoc'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.

### **Smoking**

Smoking will not be tolerated inside any BrisDoc building or vehicle.

### **Rehabilitation of Offenders Act**

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND EXPERIENCE**

<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Good general level of education including GCSE equivalent qualifications in English and Maths	Desirable	Application and Interview
Experience in administration where attention to detail is required	Essential	Application and Interview
Experience of working in a customer orientated environment	Essential	Application and Interview
Experience of working in healthcare / NHS	Desirable	Application and Interview

### **SKILLS AND ATTRIBUTES**

<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Evidence of computer literacy and keyboard skills including Microsoft Word and Excel	Essential	Application and Interview
Excellent verbal and written communication skills	Essential	Application and Interview
Confidence in communicating with professionals over the telephone	Essential	Interview
Able to convey information accurately verbally	Essential	Application and Interview

and in writing		
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to work within a team and take instruction as required Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative and propose solutions to issues and risks	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with Aداstra	Desirable	Application and Interview
Able to maintain accurate records and have high level of attention to detail	Essential	Application and Interview
Skills in document management	Essential	Application and Interview
Able to adhere to deadlines	Essential	Application and Interview

#### PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of patient care	Essential	Application and Interview
Organised, systematic and flexible Good time management being able to prioritise work, multi task and work under pressure	Essential	Application and Interview
Able to deal with multiple tasks simultaneously	Essential	Application and Interview
Good completer-finisher	Essential	Application and Interview
Can self-analyse own work and performance. Ability to recognise own limitations and act upon them appropriately	Desirable	Application and Interview
Good team player who is able to support, value and respect colleagues	Essential	Application and Interview
Able to make sound judgment as to when issues need escalating to managers for decisions or further action	Essential	Interview
Able to manage sensitive and emotive	Essential	Application and Interview

situations.		
Ongoing commitment to personal development	Essential	Application and Interview

**Last updated:** July 2019

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