

Job Title:	eRostering Specialist
Reports to (job title):	eRostering Team Manager
Line Manager to:	N/A

Job purpose

An exciting opportunity has arisen for an eRostering Specialist to join the eRostering Team at HCRG Care Group. We are a small, friendly team committed to delivering the maximum benefits to the organisation, rolling out the eRostering system to new services, increasing system utilisation and providing ongoing improvements, so that our staff feel the difference in their work and home lives.

The eRostering Specialist is responsible for ensuring HCRG Care Group has the support mechanisms, tools and systems needed for effective Workforce Planning to meet current and future needs of the Business.

This includes a primary focus on the maintenance, improvement and support of Allocate's Optima system and related modules, including Allocate Bank Staff and Allocate Roster Perform. The post holder will be supporting the eRostering Team Manager and Rostering Managers with effective use of HealthRoster across the business portfolio, deploying new and existing services, undertaking daily system maintenance and ensuring that workforce data is accurate and current, supporting service implementations and the capturing of essential front-line data, whilst ensuring a high level of quality and attention to detail.

This role offers lots of opportunities to utilise your skills across in all areas of the organisation. From community and district nursing, community wards, primary and social care and specialist services this is a real chance for you to challenge yourself.

Base

Remote working, with occasional travel to our office in Runcorn.

Key responsibilities

- Become an expert user of the eRostering system, ensuring a high level of knowledge and accuracy in order to actively promote eRostering throughout the organisation.
- Support the eRostering Project Team with the creation and maintenance of training and support documents and materials, standard operating procedures.

- Undertake scrip testing for future releases and system developments for all levels of system users.
- eRostering performance improvement through monitoring roster practices, developing improvement plans and work with stakeholders to achieve improvement in effective rostering.
- To communicate rostering best practice throughout HCRG Care Group and provide advice to users on how to improve their rostering effectiveness and performance.
- eRostering implementation, assisting with the implementation plans for new rosters in the organisation and working with teams across different departments for delivery.
- Working with managers to develop rosters which suit department needs and are within the budget and establishment.
- Data analysis, including running a daily interface, assisting in weekly payroll extract and undertake analysis of information provided by the eRostering system.
- Provide system administration and bespoke configurations that ensure the system is adapted to meet the needs of the organisation and ensure efficient and accurate rostering.
- Assist with the management and support of the increasing user base for the system, including provision of training on all aspects of the systems to new starters, updating training materials and user manuals as required.
- Communications involving being confident in delivering complex and potentially challenging information to managers, delivered across all mediums, primarily Microsoft Teams, in person and in presentations and written reports as required.
- Escalate all issues of risk or concern to the eRostering Manager.
- Participate in ad hoc tasks and undertake any other duties reasonably requested in line with the requirements of the role.

Personal Specification

Essential

- Previous experience in the deployment, training and use of Optima, Loop, Roster Perform and Bank Staff for multiple services/departments.
- Experience of training end users in a Health or Social care environment both in a group or one to one setting.
- General knowledge of Workforce Rostering Policies.
- Proficient in the use of Microsoft Word, Excel and PowerPoint and familiar with the concepts of relational databases.
- Competent in analysing and producing data.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business
- Line manager to other trainers

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe

environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.