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| Job Title: | Flexi Staffing Officer |
| Reports to (job title): | Workforce Systems Officer |
| Line Manager to: | Staffing Coordinators |
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## Job purpose

* In partnership with clinical unit managers, responsible for the creation and management of the staffing rosters for Inpatient and MIU teams ensuring safe and effective staffing levels using the Allocate Healthroster system
* Ensure the service requirements are dealt with in a timely and effective manner, working in line with policy and procedures.
* Work closely with both internal and external stakeholders; such as the immediate People team, specialist rostering team, internal and external workforce; service managers and operational teams
* Provide excellent customer service, ensuring timely processing of requests and proactive management of tasks to support the organisation in meeting safer staffing levels.
* Undertake regular and ad hoc reprting to support system and process improvements, and offer expertise and guidance on best practice both through training and production of supporting materials

Base

Chippenham Community Hospital, Rowden Hill, Chippenham, Wiltshire SN15 2AJ utilising a hybrid working model to include some remote working.

## Key responsibilities

Rostering

* To work closely with ward and unit managers to plan and manage staffing rosters in line with the Organisation’s Rostering Policy
* To draft future rosters ensuring staff hours are fully utilised, taking into account any confirmed flexible working agreements using the tools available within the rostering system for a consistent and equitable approach, within the agreed timelines.
* To meet with unit managers and operational leadersip team monthly to review draft rosters for sign off, escalating any concerns or issues appropriately in line with departmental processes
* Review the current roster period regularly in partnership with unit managers to support the proactive movement of staff as required to cover staffing gaps created by absence or approved amendment to staffing levels
* Proactively manage annual leave and duty requests in conjunction with the unit manager to ensure optimal levels of staffing and annual leave provision are maintained
* Work with the wider Flexi Staffing team to fill gaps in the roster following approval of the substantive staff rosters
* Support with escalation of unfilled shifts for external cover, as required, where all internal steps have been exhausted
* Work closely with the wider Flexi Staffing team to manage the requirements and approval for additional shifts outside of agreed staffing levels and template (for example enhanced care) and ensure these are recorded appropriately
* Manage the administration of requested changes to the roster system for Inpatient and MIU units, both ahead of time and through input of the Daily Work Roster provided by the ward as a confirmation of actual staffing picture for the previous day
* Take part in the daily/weekly staffing briefing, to review, discuss and escalate staffing concerns for flexi staffing cover offering advice and real time management information to support the process
* Work with the specialist rostering team to ensure staff information in the roster is accurate, updated in a timely fashion and in alignment with other workforce systems, investigating mismatches as needed
* Work with recruitment to ensure that new starters for Inpatient and MIU areas are added to the workforce systems in a timely manner and rostered ahead of time for initial supernumerary period and then within the staffing numbers
* To be a first point of contact for operational managers, offering specialist advice and guidance on the rostering system and centralised partnership rostering processes via telephone, email and face to face as required
* To support managers with rostering reviews, identification of areas for improvement and communication of rostering best practice; providing advice to users on how to improve their rostering effectiveness and performance.

Reporting and Administration

* Provide line management and support to the Staffing Coordinators, including supervision and appraisal activities
* To comprehensively use a variety of software systems and packages, as required for the post, to ensure a quality provision is in place
* Undertake regular KPI and MI reporting as required by the organisation, to include annual leave, time owing, roster timeline compliance and temporary staffing usage
* Support with ad hoc reporting requests from stakeholders to inform decision making, process review and improvement planning
* Escalate system queries / issues with Allocate via the Allocate portal as required.
* Support with review of pay queries confidentially and sensitively, ensuring timely resolution for the employee in line with organisational processes, including liaison with operational managers and payroll
* Support with the creation and maintenance of training and guidance documents and materials and standard operating procedures to promote effective use of the rostering system
* Offer training and advice to system end users as required via telephone, email and virtual or face to face sessions as appropriate
* Work within organisational policies and procedures, proactively making recommendations for improvements
* The post holder will be expected to work autonomously, following guidelines and under indirect supervision

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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

## 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.

## Personal Specification

Essential

* Educated to Diploma Level or NVQ Level 4/5 or equivalent relevant experience
* A proven track record of learning and self-development
* Previous experience of using Allocate Healthroster Optima in a system administration / roster coordination capacity
* Experience of working with system end users with varying levels of system knowledge and skill, to improve data quality and robustness
* Excellent working knowledge of Microsoft Packages, specifically Excel manipulation skills
* Analytical and problem solving skills
* Experience of producing data reports at a suitable level for the target audience
* Data manipulation skills to query and retrieve data sets containing sensitive information
* Excellent data presentation skills including use of MS Excel, Word and PowerPoint
* Able to work in a multi-disciplinary team with a collaborative approach
* Able to work independently and proactively
* Ability to communicate to a variety of colleagues of varying levels of seniority
* Ability to liaise, negotiate and influence with confidence when communicating with staff across the organisation
* Able to prioritise and deal with simultaneous requests and conflicting priorities
* Previous line management experience
* Excellent customer service and communication skills
* Good organisational skills
* Ability to manage own workload in line with set timeframes and deadlines

Desirable

* Experience of working in the NHS or a Healthcare provider organisation
* Experience in the use of a HR information management system such as iTrent or ESR

Other requirements:

* Regular use of VDU
* Prolonged periods of concentration

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| Employee signature |
| Manager signature |