|  |
| --- |
|  |
| Job Title:  | Staffing Coordinator |
| Reports to (job title):  | Workforce Systems Officer |
| Line Manager to:  | N/A |
|  |

## Job purpose

* To support the Organisation by providing service level support in respect of temporary staffing cover needs and management of the administration of the Eroster 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, rostering team, internal and external workforce; service managers and operational teams
* Provide excellent customer service, timely processing of requests to ensure the organisation is meeting safer staffing levels; and requires outstanding organisational skills.

Base

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

## Key responsibilities

Roster bookings

* Book bank and agency workers in line with agreed booking processes, policies and authorisation arrangements.
* Communicate on a daily basis face to face, by email and by telephone with bank workers to support shift fill and worker liaison.
* Respond to requests from flexible workers (bank/agency) and accurately record requests for cover from departments, wards and managers.
* Book agency workers through the third party provider and ensure that the data across the two systems is updated and maintained consistently and accurately.

Supporting colleagues

* Be a first point of contact for the team, including managing the generic inboxes, answering queries and escalating as appropriate.
* Act as a key contact for new starters joining the Flexible Workforce Service
* Update internal service users regularly in regard to cover request progress or any changes to requirements.
* Act as a point of contact for any general queries around the systems and processes related to Allocate Healthroster
* Undertake basic service level training, sharing operational knowledge of the ERostering system

Reporting and Administration

* Maintain paper and computerised record systems and produce regular reports on the level of activity as directed by the Workforce & Development Team.
* Processing of documents and data to ensure the system is kept up to date for areas utilising the centralised partnership rostering model
* Run ad-hoc reporting as and when required by the wider team
* Accurate administration of the daily feedback mechanism between operational and support teams to ensure staffing information is accurate in preparation for payment

## 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** |
| * 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://protect.checkpoint.com/v2/___https%3A//www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ZmI0OWY2MDJlNGExYzY0OWNlNDIxYjVlMzYwZWM5ZmU6NjplNWVjOjA3YTVlMmM3YWZhMzMyMjZhYzAzNzljMjU0NjA5ZTFmOTQ3ZmVmMmY3OTZmMWMwNGRiOGI1NjgxNmMyMmIyNGI6cDpUOk4) , [NHS Constitution](https://protect.checkpoint.com/v2/___http%3A//www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ZmI0OWY2MDJlNGExYzY0OWNlNDIxYjVlMzYwZWM5ZmU6NjpiYjFjOmJmMmRlNGFlMzM5MjY3ZTVkMjQzZmM0ZjU2MDY5YjU5Y2M4MmI2ZTU5M2UyMTJmZTZlYmRmYThmMGFmZTk0ODY6cDpUOk4) and [HSCIC Code of Practice on Confidential Information](https://protect.checkpoint.com/v2/___https%3A//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___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ZmI0OWY2MDJlNGExYzY0OWNlNDIxYjVlMzYwZWM5ZmU6NjozODVjOmU5MGQ2N2Q4MGYwZTM2YzYyNDdjYWNmMGY4MjRlOGYyODFiNzAxMzY3YjliNGI4YzFiZGNjNWEyNDBmMGY5MDA6cDpUOk4) 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

* A\*- C / 4 – 1 Maths, English
* Excellent time management skills
* Ability to work independently and unsupervised, whilst understanding when support and escalation is required
* Able to work in a multi-disciplinary team with a collaborative approach
* To be able to prioritise and deal with simultaneous requests and conflicting priorities
* Information technology skills to include regular use of databases, spreadsheets and emails
* Knowledge of Microsoft Office packages including Work, Excel and Outlook
* Administrative and communication skills, including the ability to communicate to a variety of colleagues of varying levels of seniority

Desirable

* NVQ Customer Service / Business Admin
* Knowledge and regular use of an electronic rostering system

Other requirements:

* The role operates as part of a 7-day service, and the post holder will be expected to participate in a rotating roster that includes weekend cover
* Regular use of VDU
* Prolonged periods of concentration

|  |
| --- |
| Employee signature |
| Manager signature |