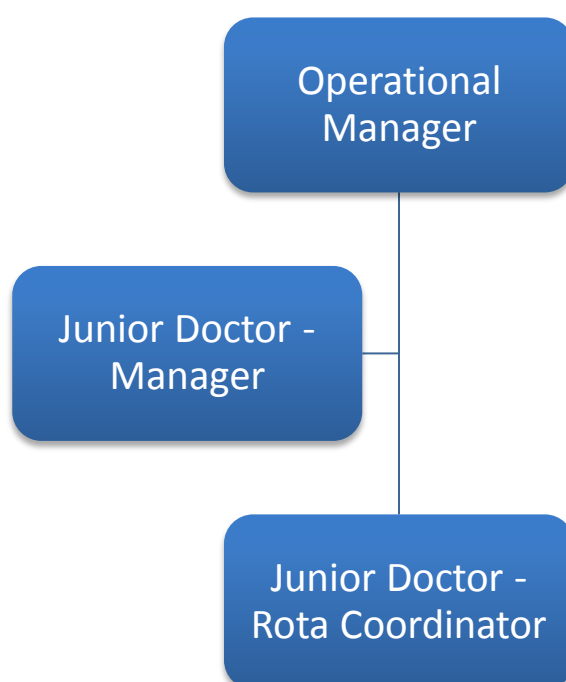


## JOB DESCRIPTION

<b>Job Title:</b>	Junior Doctors Manager
<b>Band/Pay:</b>	Band 5
<b>Department:</b>	Newton Abbot ISU



### Job overview

To produce and manage the highly complex junior doctors' on-call and ward cover rota for 70-80 junior doctors (F1 – Registrar level) and Acute Physician Associates across 12 specialties and 9 ward areas within medicine ensuring compliance with European Working Time Directive (EWTD) and the 2017 Junior Doctor contracts.

Ensure the junior doctor rota is written, tested for compliance and circulated to all junior doctors six weeks prior to rotation.

Provision of all day-to-day non-clinical management for all medical junior doctors and Acute Physicians Associates; to include robust management of sickness, annual and study leave in line with Trust policies.

To work independently and autonomously to ensure gaps in rota are covered. Manage any rota changes in line with EWTD and new junior doctor contracts ensuring rota compliance.

Delegated responsibility for Junior Doctor budget, authorised signatory for additional payments for overtime, exception reporting and booking of bank and agency doctors.

Line Management of the Junior Doctor Rota Coordinator.

Ensure the Medical Consultant on-call rota (GIM) is covered and rota is accurate and updated.

Cover aspects of the Acute Medicine Practice Manager duties when required i.e annual leave/sickness.

### **Main duties of the job**

Daily communication with consultants, junior doctors and operational managers to ensure wards have appropriate medical cover during the day and especially at times of high escalation to meet clinical demand and ensure the demands of patient care are met.

Regular meetings with Guardian of Safe Working Hours (a senior consultant role), Medical HR and Medical Education as part of the monitoring process of the new Junior Doctor contract.

Frequent communication with the Medical Education team to facilitate attendance of Junior Doctors at training.

Frequent communication and meetings with Acute Medicine Lead (Senior Consultant) to highlight risks to safe service delivery, actions in place to mitigate risk and potential solutions to risks as yet uncontrolled.

Prepare written highlight reports on behalf of the System Manager for the Board and Trust Quality & Performance meetings.

On a daily basis where unplanned leave or vacancies cause gaps in ward cover, assess relative risk across *all* medical wards and identify potential solutions and resolve. Negotiate with clinical teams to ensure highest risk areas are covered and communication of outcomes to senior clinicians. Where solutions create risk elsewhere, escalate to Acute Medical Lead, System Manager and/or consultants and registrars (SpRs) to ensure priorities are agreed.

Deputise for Operational and System Manager, providing cover for attendance at Control Room and supporting a medicine response to Trust wide escalation.

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### **About your new team and department**

The Junior Doctor Manager is responsible for the management 70-80 junior doctors (F1 – SpR level) plus Physician Associates' in Acute Medicine. The junior doctors work across 12 specialities and 9 ward areas.

The Junior Doctor Manager is responsible for the line management of the Junior Doctor Co-ordinator ensuring all HR processes are robustly followed.

## Detailed job description and responsibilities

- To directly line manage the Junior Doctor Rota Coordinator ensuring all HR policies and processes followed
  - Ensure own knowledge of junior doctor contracts and associated legislation and guidance (e.g. EWTD) is up to date and that any changes are communicated and understood within the Directorate
  - Ensure any changes in junior doctor contracts, associated legislation and guidance is interpreted & implemented through development of compliant rotas and where necessary local SOP's and/or guidance for the use of other operational and clinical staff
  - Support implementation of effective exception reporting procedures within the service (ensuring compliance with Trust wide policies & protocols); monitor exception reporting and provide reports through ISU Governance structures as necessary
  - Ensure the separate SpR, Acute Medicine, Specialty F2-CT/GPST, Medical F1 and EAU F1 and Physicians Associate rota patterns combine cohesively and work together to deliver appropriate ward and on-call cover taking into account and balancing training needs
  - On a daily basis where unplanned leave causes gaps in the Junior Doctor on-call cover, assess relative risk and identify and implement potential solutions
  - Management of annual/study leave in close liaison with clinical teams
  - Delegated responsibility for Junior Doctor budget (c. £2.5 million); authorised signatory for additional payments for overtime, exception reporting and booking of bank and agency doctors
  - To provide pastoral support to junior doctors; liaising closely with Educational and Clinical Supervisors to identify where there are concerns about physical, mental or emotional wellbeing of doctors and take restorative action including with doctor's consent referring to appropriate support services
  - At times of escalation within the Trust identify areas of pressure and secure where possible additional clinical resource to ease pressure and facilitate de-escalation. Support the Co-ordination and communication of the clinical response for the medical directorate at times of escalation within the Trust in line with the Directorate Escalation Plan
  - Develop and provide induction of new junior doctors at three, four and six month intervals in line with rotations. This will also apply to any locums we employ. Providing information particular to medicine and, completion of appropriate paperwork; arranging mandatory training, ID badges and ensuring access to IT systems required for their roles
  - Work with Medical Education and Recruitment on all aspects of junior doctor recruitment including Trust doctors, overseas recruitment and bank and agency locums
  - Ensure medical rotas are developed and maintained on Microsoft Teams as a key information source
  - Ensure the GIM Consultant on-call rota is populated with specialty rotas provided by Clinical Leads, identifying gaps and escalating to leads where necessary. Where changes are made ensure the rota is updated reflecting the most current information available
  - Ensure that all relevant & appropriate information re: junior doctors & GIM take is uploaded to the Microsoft Teams site
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## PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• CMI Level 5 in Management and Leadership or relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• Project management qualification</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Additional highly specialist knowledge of Junior Doctors rotas, contracts &amp; educational requirements including European Working Time Directive, gained through on the job training/development and/or additional learning</li> <li>• Ability to interpret changes to junior doctor contracts/ways of working and implement at local level</li> <li>• Competent in use of range of computer programmes to include Microsoft Excel, Power Point &amp; Word &amp; Outlook</li> <li>• Evidence of ability to resolve highly complex problems through identification and implementation appropriate solutions</li> <li>• Ability to work independently including taking initiative to risk assess complex situations and take appropriate actions</li> <li>• Evidence of highly developed interpersonal and communication skills including ability to negotiate &amp; influence those in more senior positions including clinicians</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of wide range of Trust HR policies in relation to workforce management</li> <li>• Ability to manipulate &amp; present data for performance reporting purposes</li> <li>• Use of Trust IT systems including Infoflex, PAS &amp; Datix</li> </ul>

	<ul style="list-style-type: none"> <li>• Evidence of ability to lead and motivate including those who post-holder is not directly accountable</li> <li>• Ability to produce written reports and updates for presentation at ISU Board level</li> <li>• Ability to develop standard operating procedures and implement policies relevant to area of work</li> <li>• Ability to identify needs of service &amp; contribute to development of business plans. Writing business cases where required</li> <li>• Ability to identify, implement and evaluate projects, tests of change &amp; new ways of working</li> </ul>	
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Recent experience of managing highly complex rotas (covering a 24-hour period, 365 days/year)</li> <li>• Producing and presenting data &amp; information in report or presentation format for management team meetings</li> <li>• Ability to create electronic methods (using Microsoft Excel or similar) to effectively &amp; efficiently store and analyse information</li> <li>• Effectively managing and resolving conflict</li> <li>• Management of a team of staff to include annual leave, sickness and performance management</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management experience</li> <li>• Management of change</li> <li>• Creation and development of highly complex rotas</li> <li>• Understanding of complex rota patterns</li> <li>• Inputting and managing risks in Datix or similar Risk Management system</li> <li>• Managing and/or co-ordinating junior doctors</li> <li>• Booking &amp; co-ordination of bank, agency &amp; locum staff</li> <li>• Experience of budget management</li> <li>• Experience of dealing with complaints</li> <li>• Development of business cases/plans</li> </ul>
<b>Requirements due to work</b>	<ul style="list-style-type: none"> <li>• Experience of co-ordinating a number of tasks simultaneously &amp; to respond swiftly &amp;</li> </ul>	

<b>environment/conditions</b>	<p>effectively to new demands/requests on a daily basis</p> <ul style="list-style-type: none"> <li>• Ability to prioritise multiple competing demands on a daily basis to meet needs of service</li> <li>• Highly motivated, able to work under pressure to tight deadlines</li> <li>• Highly developed communication skills, verbal, non-verbal and written</li> <li>• Ability to use variety of complex information to assess risk to service delivery and identify most appropriate solutions</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to work with speed and accuracy at all times</li> <li>• Highly developed organisational skills; ability to organise self and others</li> </ul>	
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<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Prolonged periods using PC/keyboard</li> <li>• Frequent walking around hospital to liaise with doctors</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Maintaining positive relationships with all grades of Doctors (Consultants, registrars, core trainees, F2s &amp; F1s) to achieve successful provision of service within the context of difficult and stressful circumstances (due to staff shortages/volume of patients/pressure of work) on a daily basis</li> <li>• Provide support for staff in situations of conflict/confrontation or distress; support the mental &amp; emotional wellbeing of very junior medical staff working in stressful situations on a weekly basis</li> <li>• Maintaining positive working relationships with wide range of managerial and support staff whilst ensuring all clinical areas have appropriate clinical cover in the context of daily staff shortages, high</li> </ul>

	volumes of patients and challenging targets in relation to patient flow
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Periods of prolonged concentration; developing &amp; planning rotas, developing reports &amp; business cases</li> <li>• Dealing with frequent interruptions on a daily basis</li> </ul>