



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY

NHS
North West Anglia
NHS Foundation Trust

Information pack for the post of

Surgical Rota Co-ordinator

Head & Neck

Division of Surgery



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchbrook and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Surgical Rota Co-ordinator
GRADE	Band 4
HOURS OF WORK	37.5 hours per week
DEPARTMENT	Head & Neck
BASE	Peterborough City Hospital
RESPONSIBLE TO	Deputy Service Manager
ACCOUNTABLE TO	Divisional Operation Manager Head & Neck, Surgery

Job Summary

To be responsible for the planning, co-ordination and maintenance of the rotas within the Head & Neck Departments, ensuring that safe clinical cover is maintained at all times, clinical sessions are staffed appropriately and that all staff comply with New Deal and EWTD requirements.

Key Working Relationships:

- Consultants and members of the speciality teams
- Other rota co-ordinators
- Secretaries
- Medical personnel department
- Patient Booking Administrators
- Clinic Staff
- MoD
- Theatres and Wards
- Flexible Staffing
- Surgical Management Team

Main Duties and Responsibilities

The post holder will:-

- Act as the first point of contact for all medical staff queries relating to rotas, using tact, diplomacy and confidentiality. Assess each situation and deal with accordingly (using personal judgement and acquired knowledge).
- Ensure all rotas comply with New Deal and EWTD in conjunction with the Assistance Medical Workforce Manager.
- Co-ordinate all annual and study leave requests, approve according to guidelines and record as appropriate; ensuring that such co-ordination allows service requirements to be met and that any agreed rota swaps are compliant with shift patterns.
- Liaise with Consultants, other medical staff, medical secretaries and the Surgical management team to ensure the smooth running of services at all times including times of vacancies and leave.
- Have detailed knowledge of the interdependency of team members and the movement of staff within the specialities in order to realise the full potential of the team.
- Have excellent understanding of medical staffing issues including stages of recruitment, changes in job plans, session commitments, theatre and other clinical commitments and particular needs of Consultant staff.
- Make timely, valuable and safe decisions on staff deployment.
- Undergo training as necessary to develop the role to ensure maximum performance of the unit is achieved, through consideration of impacts on rotas on clinics, wards and theatre sessions.
- Maintain department personnel records and databases of all junior and middle grade staff, including keeping an updated record of newly appointed and locum Doctors signatures and initials.
- Co-ordinate and manage all medical staff sickness absence.
- Request locums as necessary in agreement with the manager. Track and forecast locum usage.

- Update and publish to intranet the weekly timetables and on-call rotas as necessary for agreed specialties following any amendments, and communication to appropriate staff, ensuring a final copy is kept for future reference.
- Contribute to department junior doctor's induction programme including attendance at induction meetings and preparation of junior doctors handbook.
- Distribution of appropriate communication and materials to consultants and junior medical staff.
- Liaise with relevant managers, where appropriate, to minimise or reduce expenditure.
- Prepare theatre and clinic information in advance of weekly diary meetings for all specialties and attend where required.
- Feedback at weekly theatre scheduling meetings from diary meetings and ensure actions are implemented.
- Produce data reports as required.
- Provide support to medical staff where necessary in relation to Trust policies or direct to Medical Personnel.

The above will include:

- Responding to enquiries in a professional and timely manner.
- Demonstrating initiative
- Understanding of study leave requirements, annual leave requirements and travel claims for medical staff.
- Liaising with other staff and departments as appropriate.
- Maintaining both paper and computerised records in accordance with Trust policy and facilitating the smooth running of the service
- General computer, administrative and organisational tasks
- Administration of post and correspondence as appropriate.
- Organisation of meetings as appropriate.
- Assisting with any other ad hoc duties as necessary within the surgery administration department
- Ensuring all Trust administration standards are adhered to.
- Attending appropriate meetings where relevant and practical, including European Working Time Directive meetings, to prepare agendas, participate, take accurate notes and distribute as necessary.
- Working flexibly to ensure smooth running of the Service, gaining additional skills as required

- Being aware of workload and pressures within other areas enabling support and encouragement to be given as necessary
- Communication in an appropriate manner with staff, other departments across the Trust and bodies external to the Trust.

The Post holder should note that:

1. You have a responsibility to consider yourself and anyone else who could be affected the things you do, or don't do whilst you are at work.
2. You are responsible for informing your manager of any health and safety concerns you identify and for completing an adverse event form for any.

This job description reflects the general requirements and objectives of the post, it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment in consultation with the post holder

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.