

Job description

Post	Medical Workforce Service Manager
Band	A&C Band 7 – Part Time, Maternity Cover
Department	Family Health Division
Responsible to	Deputy Divisional Director (Family Health)
Professionally Accountable to	Deputy Divisional Director (Family Health)
Date written	14.01.2022
Written by	WFSM

Job summary

The post holder will be part of the Family Health Division Senior Management team, (Chief of Family Health, Clinical Directors, Divisional Director and Deputy Divisional Director, Head of Nursing, Service Managers) overseeing Consultants leave (annual, study etc) and ensuring the effective utilisation and deployment of medical staff junior doctors across Division on a day to day basis; confirming gaps are effectively covered/mitigated and that doctors training requirements are taken into account balancing the needs of the individual(s) with those of the service(s) and patient safety; acting as single point of contact for Consultants regarding temporary staffing requirements and single point of contact for Junior Doctors to escalation rota issues/gaps and annual leave approvals.

The post holder will need an awareness of service requirements of the Division to support the Clinical Directors and Service Managers to ensure all medical staffing resources are effectively utilised and deployed to meet service requirements ensuring adequate and safe cover across the Division including advanced operational planning (Weekend plans/Bank Holidays/Winter/Changeover).

The post holder will be working closely with

- Medical Workforce/Recruitment, to co-ordinate medical staffing recruitment and ensure the effective management and communication of Junior Doctors Rotations, review trainees expected to join KGH and to be aware of potential rota gaps and then to work with leads/managers to mitigate the risk as well as minimise operational impact of induction days and to support workforce planning
- Medical Workforce and eRostering to embed eRostering ensuring all leave (annual, study etc) is managed electronically
- Medical Workforce Manager and CD's with the design and operational implementation of the On Call Rota
- Medical Workforce Manager, Medical Education Manager, HEE and to network with counterparts to have a consistent regional approach.

Key working relationships

Clinical Leads
Clinical Directors
Service Managers
Medical Workforce Manager



Compassion



Accountability



Respect



Integrity



Courage

Medical Workforce Compliance Officer
Staff Bank
Junior Doctor (Senate)
Director of Medical Education/Medical Education Manager
Heads of Nursing

Organisational structure

Main duties and responsibilities

Managing rota's:

- All medical rotas, consultant on-call, registrars, juniors in training and trust grades
- Ensure rota's are compliant with JD Contract and Working Time Regulations, working with the Medical Workforce Compliance Officer and Guardian of Safe Working
- Ensure individual rosters are communicated and issued within the JD contract timescales
- Approve (through delegated authority) rota swaps

Managing leave (annual, study etc)

- All medical grades
- Embedding electronic approval within a rules based system (compliant with Trust Annual Leave Policy)
- Coordination of consultant annual leave with clinic commitments
- Particularly focusing on trainees
 - Access to training
 - Tracking uptake/attendance at training days/sessions
 - Managing rotas to maximise the number of trainees who can attend training sessions

Manage requests and bookings for temporary staffing:

- to ensure the Division remains within its agreed agency budget, escalating actual/potential overspends and liaising with Clinical and Service leads to agreed recovering plans
- act as Single Point of Contact for the Division working with the Medical Workforce Team (Rota Administrators), Temporary Staffing Supplier (Bank Partners) and Medical Directors office
- ensuring that all requests for additional/temporary resources are made in a timely manner and compliant, having had appropriate discussions and authorisation
- ensure requests are authorised in accordance with scheme of delegation, NHSi Agency Rules; Trust SFIs and Temporary Staffing policy.

Working with Recruitment Services, co-ordinate Medical staffing recruitment for the Division and track the use of Agency/Bank workers against budgeted vacancies.

Working with Medical Workforce and Education Teams to co-ordinate and communicate JD rotations; attending junior doctor induction and monthly JD forum.

In liaison with Clinical Directors and Divisional/Service Managers, address any gaps in the rota due including arranging and effectively communicating junior doctors to move between wards/shifts as appropriate developing standard operating procedures in consultation with the Junior Doctor Senate.

Create standard operating procedures for escalating/highlighting areas of concern to Senior Divisional Management Team (Chief Of Division, Divisional Director, and Deputy Divisional Director), liaising

with Medical Workforce and Staff Bank.

Work with the Rota Administrators who are responsible for

- maintaining annual leave entitlements in eRostering and administering annual and study leave requests, approved according to guidelines/agreed SOP (or referral to relevant Clinical Director), ensuring that such co-ordination allows service requirements to be met.
- Ensuring eRostering is updated for all absences including sick absence and Clinical Leads are notified when Trust triggers are breached.
- Completing and submitting the Divisional weekend plan to required distribution on a weekly basis and also to complete Bank Holiday plans when required.

Statutory and miscellaneous

- Take responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns or if registration lapses or expires. (all registered staff)
- This post involves incidental access the public and does not have access to children and/or vulnerable adults as defined by the Disclosure and Barring Service (DBS). Therefore no DBS check is required of the post holder.
- The Trust requires all roles requiring DBS check, to have a satisfactory DBS recheck every three years
- The Trust requires require all new starters to subscribe to the DBS update service where it is a requirement of the role.
- Be responsible for maintaining own vaccinations/Hepatitis B immunity.
- Safeguard patient confidentiality at all times including adherence to the Data Protection Act.
- Attend the Trust statutory refresher courses as necessary
- This post is subject to the terms and conditions of employment of Kettering General Hospital NHS Foundation Trust.
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirement of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. Appropriate notice of such changes will be given.

Confidentiality, Data protection and data quality

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- uphold its principles; and

- adhere to Trust policies and to maintain strict confidentiality at all times

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained (where appropriate).

Safeguarding Children & Adults at Risk

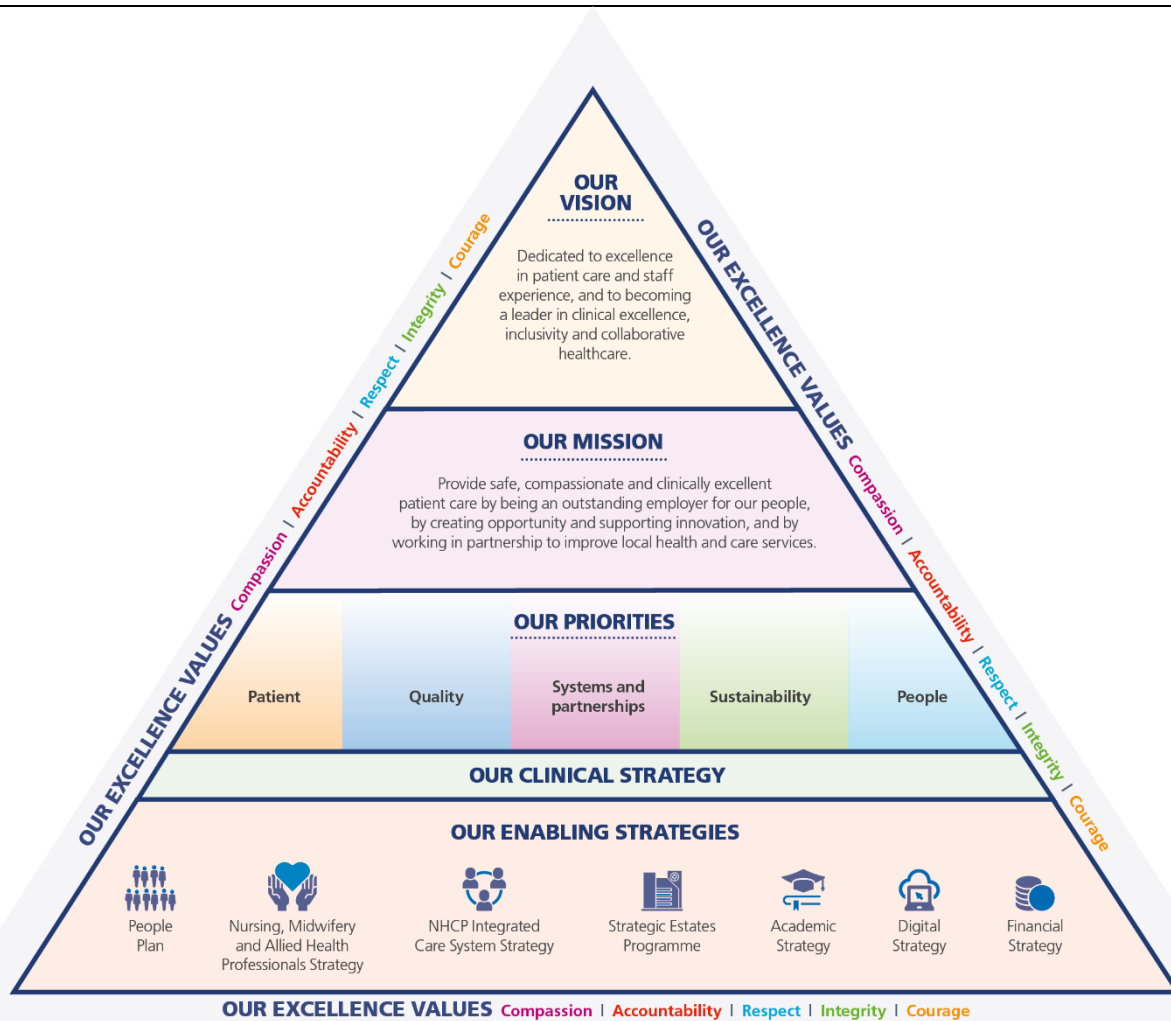
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

Kettering General NHS Foundation Trust and Northampton General Hospital NHS Trust are both part of the University Hospitals of Northamptonshire NHS Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information about working for us:

- [Kettering General Hospital NHS Foundation Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)



Our Excellence Values



Compassion



Accountability



Respect



Integrity



Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
Education, Training & Qualifications		
Management Degree/Post Graduate Diploma in Management/Business/leadership or equivalent experience level or equivalent level of education, training or experience.	x	
Evidence of continuous professional development	x	
Knowledge & Experience		
Previous experience working at a similar management level within the NHS ideally within a service management/support position	x	
Knowledge and understanding of the duties imposed on the trust by legislation, NHS policy and priorities and the requirement of corporate governance	x	
Experience of people management including management of absence, performance and annual leave	x	
Experience of managing health care resources to meet service requirements	x	
Experience of financial management, monitoring and determining corrective actions.	x	
Experience of working with Junior Doctors and/or Consultants within complex multi discipline teams.	x	
Knowledge of the principles of Consultants Job Plans, Junior Doctors rosters and, ideally, experience of co-ordinating/supporting Junior Doctor rotations within a Service environment.	x	
Knowledge of the European Working Time Directive and Junior Doctor Rota Rules.	x	
Knowledge of the terms and conditions of service for medical staff and an understanding of the different grades of medical staff including the 2016 Junior Doctor Contract (New Deal) and , ideally, Consultant Job Planning.	x	
Experience of effective utilisation and deployment of medical staff across on a day to day basis	x	
Experience of reviewing and reengineering processes, recommending changes to working practices or procedures, leading and implementing agreed changes.	x	

Experience of working to competing demands, delivering day to day priorities while ensuring medium to long term objective are achieved	x	
Experience of working unsupervised and to variable deadlines demonstrating the ability to prioritise and organise workload and pay attention to detail	x	
Experience of electronic rostering systems ideally Allocate HealthRoster	x	
Skills		
Effective problem solving skills demonstrating the ability to quickly understand information reports, identifying trends and patterns and formulate options to enable effective operational management decision making	x	
Effective negotiating and influencing skills demonstrating the ability to establish creditability with clinical staff and senior managers, both within and outside the Trust, to enable change or timely decisions to be made	x	
Excellent IT literacy – able to use a range of Microsoft Packages and Patient/Staff systems	x	
Ability to work effectively under pressure and manage own stress and that of staff	x	
Effective communication skills (verbal and written) demonstrating the ability to communicate with a wide range of staff at differing levels of responsibility and with different professional backgrounds, explaining complex or technical issues	x	
Analytical and reporting skills demonstrating the ability to gather, analyse and triangulate data from a range of sources to identify issues/root causes, writing reports which present options/solutions using a range of mediums (i.e. graphs)		x
Values and Behaviours		
Compassionate - take the time to be empathetic and open: treating each other and our patients as individuals that matter		
Accountable - taking responsibility and ownership, individually and collectively, for our decisions and actions		
Respectful - value the experience and contribution of others: respecting others' thoughts, feelings, beliefs and behaviours		
Engaging - asking for and listening to the opinions of others and facilitating an open environment for dialogue		

