**JOB DESCRIPTION**

# Job Title: Rota Coordinator

**Reports to: Regional Rota Manager**

**Accountable to: Service Manager**

**Location: Colchester and/or Ipswich**

**Hours of work: 37.5hrs – Full Time (To be worked flexible on needs of the service) This may include weekday evenings and weekends.**

**Job Summary/Scope:**

To undertake all rota coordination responsibilities and provide administrative support for the North East Essex Out of Hours and SECAS (Suffolk, Surrey & North East Essex) Clinical Assessment Service. Ensure the clinical and operational rotas are adequately covered and updated accurately and promptly.

Building and maintaining relationships with the management teams, clinicians, operational colleagues, other healthcare providers and external suppliers.

The post holder must to have the ability to travel to all other Practice Plus Group sites where services are delivered for training and support as required.

**Key Measures:**

* Ensuring stipulated rota cover is fully achieved accurately and in a timely fashion.
* Ensuring rota administration deadlines are met and maintained
* Database and spreadsheet management.

**Main Responsibilities and Duties:**

* **Rota Management:** Create clinical and operational rotas to ensure adequate cover for the Out of Hours Service.
* **Filling Rotas:** Proactively fill vacant shifts by liaising with clinicians and operational staff.
* **Compliance:** Ensure all clinicians meet compliance requirements and maintain accurate records.
* **Onboarding:** Facilitate the onboarding process for new clinicians, ensuring they are fully trained and compliant before their first shift.
* **Relationship Building:** Build and maintain strong relationships with clinical and operational staff to ensure smooth rota management.
* **Team Collaboration:** Work collaboratively with team members to achieve common goals and support each other in managing the rota effectively.
* **Administrative Support:** Provide administrative support as required by the service, including answering phones, filing, and other tasks.
* **Reporting:** Compile and manage databases and spreadsheets, and produce internal and external reports as needed.
* **Risk Management:** Identify and report any potential risks, such as staff shortages, to the Rota Manager.
* **Training:** Attend regular training sessions and stay updated with new protocols and procedures.

**Technical Resources**

Fully utilise computer systems such as Excel, Word, Rota Master, and Adastra. Demonstrate competence in updating Rota Master with completed rotas. Stay informed about new protocols and procedures. Maintain skills and knowledge by completing statutory and mandatory training and refresher sessions.

**Knowledge skills and experience**

* Fully computer literate with the ability to manage and manipulate database information.
* Exceptional communication and influencing skills to facilitate effective rota cover.
* Excellent organisational skills and the ability to prioritise workload with a flexible approach to changing demands.
* High levels of interpersonal and communication skills.
* Relevant operational experience in a healthcare environment is desirable.
* Ability to work independently and make confident decisions.
* Ability to travel to other sites for training and support as required.

**Other responsibilities**

To assist other team members as required ensuring that all goals and targets are achieved.

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group’s business is carried out.

**Travel to other sites**

You may be required to travel to other Practice Plus Group site’s locations.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group’s business plan.

This should not be seen as an exhaustive list and, is intended to be used as a guide only. You may be required to carry out other tasks and duties as identified to be necessary from time to time.