

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

#### JOB DETAILS

<b>Job Title:</b>	Mass Immunisations Roster Coordinator
<b>Pay Band:</b>	Band 5
<b>Department:</b>	Mass Immunisations
<b>Directorate:</b>	Primary Care
<b>Clinical Board:</b>	Primary, Community and Intermediate Care
<b>Base:</b>	Immunisation and Testing Team - Splott

#### ORGANISATIONAL ARRANGEMENTS

<b>Managerially Accountable to:</b>	Clinical Lead
<b>Reports to:</b>	Clinical Lead
<b>Professionally Responsible to:</b>	Clinical Lead

#### Our Values: *'CARING FOR PEOPLE; KEEPING PEOPLE WELL'*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

<b>We care about the people we serve and the people we work with</b>	Treat people as you would like to be treated and always with <b>compassion</b>
<b>We trust and respect one another</b>	Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things
<b>We take personal responsibility</b>	Be <b>enthusiastic</b> and take responsibility for what you do.
<b>We treat people with kindness</b>	<b>Thank</b> people, celebrate success and when things go wrong ask 'what can I learn'?
<b>We act with integrity</b>	Never let structures get in the way of doing the <b>right thing</b> .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

## **JOB SUMMARY/JOB PURPOSE**

Responsible for supporting the Clinical Team Leads across the Mass Vaccination and testing programme to maintain the smooth running of services through the provision of rostering, payroll and administrative support.

The postholder will be responsible for establishing processes to manage and coordinate the rostering requirements of each Mass Vaccination Centre (MVC) in line with the workforce model and directed by the Clinical Lead. This will include;

- Maintenance and updating of rosters
- Regular contacting of workforce to meet shift fill requirements
- Monitoring of shift fill compliance/requirements
- Publishing of rosters and advertising vacant shifts

Ensuring pay processes and submissions to payroll are managed effectively and efficiently

## **DUTIES AND RESPONSIBILITIES**

### **Communication and Relationships Skills**

- Operate in an environment where excellent communication skills are essential. These will include dealing with multidisciplinary professionals, listening, empathising, reassuring and taking decisive action
- Act as one of the key information contacts for staff and stakeholders and in relation to recruitment/joining the Mass Immunisation and Testing Service
- Answer queries from staff members and employees of the health board in relation to general matters.
- Form key relationships with internal stakeholders; such as HR, Payroll and Temporary staffing department.
- Communicate effectively at all levels using all communication delivery methods i.e. presentation skills, report and letter writing
- Participate in investigation of incidents, complaints or accidents as required
- Utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which may be highly challenging and/or emotive

### **Analytical & Judgement Skills**

- Responsible for ensuring that the Mass Immunisations rostering processes are conducted in-line with UHB best practice and to take appropriate action if standards fall below required levels

- Problem solve, examples ranging from payroll queries to complaints, able to take corrective action on own, and not be reliant on the Clinical Team Lead for non-clinical matters.
- Transcribe calls as required, such as complaints and transform these into report format for complaints, which may require a formal response
- Deal with complex payroll queries, matters which require further investigation than the norm
- Support the successful development and implementation of new ways of working

### **Planning & Organisational Skills**

- Oversee and coordinate the management of the Mass Vaccination Service (MVC) rosters ensuring rosters are planned and published a minimum of 4 weeks in advance
- Co-ordinate meetings (diary, papers, maintain action logs) and minute take as requested
- Establish and maintain administration processes for areas such as complaint management, invoicing and recruitment
- Support the planning and organising of services.
- Formulating and adjusting plans and strategies according to need
- Manage the diary of the Team Lead as required
- Organise day to day workload and time ensure that appropriate work tasks are able to be completed. Planning and adapting when forced to do so as a result of revised priorities or contingency measures.

### **Patient/Client Care Responsibilities**

- Support rostering needs across all MVCs during periods of sickness and leave
- Ensure that all service personnel perform their duties to the highest possible standard through oversight and collation of monthly 121's and annual PADR'S
- Deal with complex complaints or staff queries, where possible resolve over the telephone, if not possible ensure correct procedure is followed and/or complaint investigation undertaken
- Distinguish trends of problems or issues and inform relevant personnel of these problems and possible solutions

### **Policy & Service Development**

- Ensure that staff comply with the UHB's policies and procedures
- Develop, Implement and monitor policies in relation to services provided
- Identify areas where the service is not performing to the requiring standards and develop policies to ensure the service becomes compliant
- Process and resolve complaints in accordance with UHB Policy and NHS guidance on the handling of complaints.

### Financial & Physical Resources

- Support compliance with UHB guidance on the processing and management of invoices/timesheets
- Work with Team Leads to ensure that the expenditure is in line with budgetary expectations
- Liaise with internal/external auditors as requested.

### Human Resources

- Complete pay cards and sickness returns on a monthly basis, ensuring ESR updated as required
- Ensure adherence to all HR policies and procedures, including the completion of all related paperwork such as study leave forms, self-certification of sickness, return to work interviews
- Carry out all personnel filing, ensuring its confidentiality at all times both in electronic and paper format
- Co-ordinate corporate and local induction
- Prepare, complete and submit enrolment, staff changes and termination of employment forms
- Co-ordinate attendance at mandatory, statutory and any other relevant training and events
- Ensure the team are competent to the required standards in all areas including and to perform these duties to the required standards.
- Participate in the recruitment and selection of non-clinical staff as appropriate
- Maintain a staffing list, establishment list and structure.

### Information Resources

- Support the utilisation of information system(s) required in the course of your work
- Implement and oversee adherence to the UHB Records Management Policy and Procedures including Data Protection, Freedom of Information and Caldicott principles
- Provide access to necessary information for audit or report purposes

### Research & Development

- Undertake research and development projects or support data/patient experience surveys and internal/external clinical and non-clinical audits as required by Management/Clinical Board/UHB/Welsh Government.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.

- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.

- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**Date Prepared:**

**Prepared By:**

**Date Reviewed:**

**Reviewed By:**

## PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

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	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	Educated to degree level or equivalent knowledge and/or experience  Evidence of recent Continuous Professional Development	Identifiable qualification in the use of databases/spreadsheets software  ECDL	Application Form Certificate Check Registration Card – Nurse/AHP
<b>EXPERIENCE</b>	Experience in a multi disciplinary, patient/customer focused service/environment  High level administration experience. Developing and managing detailed spreadsheets & databases  Detailed Rota Management/Scheduling  Financial processes, such as invoices and budget management  Resolving HR queries  Complaints management	<ul style="list-style-type: none"> <li>Working in a Contact/Call centre type environment</li> <li>Oracle or similar Ordering system</li> </ul>	Application Form Interview References

<b>SKILLS</b>	<p>Ability to manage own and others workload and time by planning a range of complex activities such as rota scheduling and prioritising work as necessary</p> <p>Understanding and gaining achievement through others of service objectives</p> <p>Good telephone manner and communication skills. Communicating effectively with staff, challenging or vulnerable patients,</p> <p>Excellent numeracy and literacy skills</p>		Application Form Interview References
<b>SPECIAL KNOWLEDGE</b>	<p>Information Governance</p> <p>Understanding of key performance indicators and their correlation to business aims and objectives</p>	Rostering processes/payroll systems	Application Form Interview References
<b>PERSONAL QUALITIES</b> (Demonstrable)	<p>Professional</p> <p>Flexible</p> <p>Adaptable</p> <p>Approachable</p> <p>Enthusiastic and Motivated</p> <p>Diligent</p> <p>Team Player</p> <p>Ability to represent the service</p>		Application Form Interview References
<b>OTHER</b> (Please Specify)	Ability to travel in a timely manner	Welsh Speaker	Interview Document Check*

<b>CAJE Reference:</b> RWM/2015/049-A
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<b>Date Prepared:</b>		<b>Prepared By:</b>
<b>Date Reviewed:</b>		<b>Reviewed By:</b>