

JOB DESCRIPTION

Job Title:	Shift Lead
Reporting to:	Operations Supervisor/Lead
Accountable to:	Operations Manager
Hours:	24/7 rota coverage across Clinical Assessment Service (CAS) & Out of Hours services (service dependent)

Purpose

The main purpose of the Shift Lead role is to be responsible, but not limited to, for co-ordinating and supervising the efficient delivery of the call centre/urgent care during operational periods. The role ensures that clinical and non-clinical staff are effectively deployed to maintain safe, responsive and high-quality patient care.

The Shift Lead will play a key role in managing real-time operational pressures, ensuring patient pathways flow smoothly, and maintain compliance with organisational and national standards. The role ensures that all operational and clinical staff are at their designated sites ready to deliver a robust service to patients and fully prepared to deliver a consistent, resilient, and patient-focused service.

Key Objectives

- To support the service to provide a high quality and standard of care which meets the recommended patient dispositions.
- To ensure the patient journey flows as smoothly as possible, at all times, through Practice Plus IUC.
- Maintain adequate staffing levels across all operational areas.
- To support delivery of IUC/NHS 111 integrated pathways and escalation protocols
- Contribute to the service performance targets such as clinical responsiveness within CAS & OOH, feeding back to line management any learning or suggestions for service improvement. To comply with Practice Plus IUC Policies and Procedures at all times ensuring adherence to the National Quality Requirements.

Principal Duties and Key Responsibilities

1. To take ownership of the efficiency of the shift, ensuring all colleagues are performing to all required expectations.
2. To provide support to colleagues on shift where operational advice is required
3. To monitor the case volumes and to proactively instigate escalation procedures as necessary.

4. To despatch patient calls efficiently to the visiting cars monitoring case load and productivity. Colleague welfare should be established where delays are observed.
5. Complete any required shift reports throughout the shift, logging any concerns or points of note that occurred.
6. To manage the shift appropriately ensuring shift reallocation/ movement of patients more appropriate PCC's/resource requests based on live service demand and rota fill, in line with Escalation policy.
7. To all ensure all PCC appointments are utilised wherever possible.
8. If capacity allows, to review if streaming from other clinical queues can be accommodated and communicating with appropriate persons where this is possible.
9. To instigate and maintain business continuity processes (BCP) in the eventuality of system failure or major incident.
10. To ensure a full handover is completed at the end of your shift.
11. To arrange for medical equipment/supplies/prescriptions to be allocated, if necessary.
12. To keep up to date with new policies and local procedures in particular reading and keeping up to date with emails.
13. Attend Shift Lead/Co-ordinators meeting on a regular basis and complete/attend training courses when applicable.
14. Support training of new coordinators.
15. To demonstrate an accurate and professional attitude at all times.
16. To perform the duties of the Coordinator as and when required.
17. For CAS services, initiate communication with the Senior Clinical Decision Maker (SCDM)/Clinical Lead/Clinical Navigator (Operational Delivery Team)
18. Direct Coordinators to their duties as required, i.e. Patient Safety Calling requirements.
19. To ensure Clinical Responsibility is assigned to Home Visiting clinicians at the beginning of their shift.
20. To submit the situational report (SitRep) at a weekend/bank holiday, where requested, and attend the weekend conference calls on Teams, where requested.
21. To ensure cases flagged as a concern or worsening are managed in a timely manner by highlighted to a specific clinician, as per policy.
22. Ensure Coordinators are responding in a timely manner to cases flagged to Coordinator (or Shift Lead to respond if Coordinator is not on duty).

Local services may have further duties relating to incremental/service specific requirements.

Other responsibilities

The role is key for the safe and effective management of the service and as such it can be a fast-moving role with new and varied situations arising everyday. As such, there cannot be a definitive list of responsibilities. The job holder needs to have an ability to cope under pressure and to have the flexibility and sharpness of mind to handle situations in the operational environment as they arise. Colleagues are expected to perform any task that is a reasonable requirement as requested by their line manager or another member of the Practice Plus IUC management team.

Qualifications

Good Basic Education.

Other Qualities

- Accuracy and careful attention to detail
- Effective communication skills
- IT literacy
- Excellent organisational skills
- Excellent interpersonal skills
- Effective problem-solving skills
- Ability to work using own initiative
- Ability to work as part of a team.

Confidentiality

All information obtained in the course of the postholder'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, Data (Use and Access) Act and Code of Practice on Confidentiality.

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 postholder.

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

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 IUC to ensure that statutory and departmental safety regulations are adhered to.

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

Equal Opportunities

Practice Plus IUC 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 IUC.

Smoking

Practice Plus IUC is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus IUC's business is carried out unless this is within designated areas.

Travel to other sites

You may be required to travel to other Practice Plus IUC 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.

Other duties

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

PERSON SPECIFICATION
Shift Lead

	Essential	Desirable	Comments
EDUCATION/ QUALIFICATIONS	Good basic education	Higher level education	
SPECIALIST SKILLS/ ABILITIES	Ability to make decisions under pressure I.T. Literacy Organisational skills Effective communicator	Experience with Adastra or NHS 111 systems	
RELEVANT EXPERIENCE	Problem solving and trouble shooting experience Ability to work using own initiative	Understanding of healthcare landscape Previous experience of supervision of staff	
KNOWLEDGE	Good geographical knowledge	Broad range of computer & telephone systems skills Understanding of urgent care patient pathway and escalation frameworks	
QUALITIES/ DISPOSITION	Good interpersonal skills Caring and empathetic personality Flexibility Good communication skills Consistency of approach to work. Fairness in management of workforce	Confidence in identifying and tackling problems	
OTHER REQUIREMENTS	Agreement to work unsocial hours, including Bank Holidays.	Flexible availability across 7-days of the week, variety of shifts.	

Signed: _____

Position: _____

Department: _____

Date: _____