CAJE REF CYM/Wales/2024/0018

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# JOB TITLE 111 National Clinical Support Hub Supervisor

# BAND 5

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| Job Summary | | |
| Reporting to the National 111 Workforce Lead, the post holder will manage the hub administrative support teams across Wales based in the ensuring that full administrative support during hub operating hours.  Manage and maintain the clinical rota’s and to the best of their ability ensuring that all clinical shifts are filled.  Responsible for planning the clinical and non-clinical rosters pan Wales which includes allocating and moving clinical staff on a regular basis and juggling the staffing to ensure we meet our required staffing levels.  The post holder will be expected to work a set amount of hub administration (operational) shifts as well as undertaking administrative duties as required. | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| **Planning and Design**  Day to day management of the hub administration teams across Wales  Responsible for managing and maintaining the clinical and non-clinical rota’s for the regional hubs and for ensuring rota master is updated accordingly to ensure correct payment of hub clinical and non-clinical staff.  Ensuring the designated workload is carried out efficiently and effectively. This will include prioritising own workload and evaluating ongoing activity to ensure targets are met.  To work flexibly and to seek advice when necessary, but will be responsible for managing their own, and the business support team’s, area of work.  **Improvement and Monitoring**  Forward issues raised to instigate responsive action and be competent in deciding when to escalate an issue to the relevant Senior Manager  Provide analysis of complex information and data, development of processes, auditing of information, preparation of reports and presentations.  Development and maintenance of clinical hub process documents.  To propose and implement changes for own areas of work.  **Communications**  Use excellent interpersonal and communication skills in all verbal and written interactions and be able to negotiate and to use persuasive skills as required  Communicate sensitive information diplomatically and professionally and receive all forms of communication, ensuring they are dealt with appropriately and in a timely manner.  Draft responses to correspondence as required by the Senior Hub Leadership Team.  Representation at meetings on behalf of the National Clinical Hub as directed by the National Workforce Lead.  **Non-Clinical**  Provide administrative support to the National Clinical Support hub leadership team  When working in an operational capacity the post holder will fulfil the full duties of the administrative assistant namely, assist in call flow management as directed by the Flight Controller, collate UPC (OOH) position across Wales and communicate to all clinicians and bases, liaise with GP’s (remote and base) to manage workload, complete shift reports and communicate with bases and keep an overview on the queues to provide reports on level of on shift escalation reporting to the Flight Controller as to what action is deemed necessary  **Finance and Budget**  Ensure that stock control and maintenance of equipment is undertaken, and its deployment managed within specified guidelines  **Management, Leadership and/or Training**  To assist in the recruitment and training of clinical and non-clinical staff particularly relating to the Adastra system. Ability & knowledge to train in Adastra to all staff including clinicians  Cascade training with the direction of the senior call coordinator and lead clinicians for Trust mandatory and non-mandatory non clinical training.  **Digital and Information**  Attend and provide secretarial support to meetings as directed by the National Workforce or Clinical Leads. This includes arranging meetings, preparing papers, minute taking and maintenance of action logs.  Ensure maintenance of databases as required.  To produce daily/weekly reports such as shift fill rate, etc. as required.  Regular use of IT packages (including Rota-master, Word, Excel, Outlook, Power Point) and advanced keyboard skills to produce reports, documents and presentations. | | |
| PERSON SPECIFICATION | | |
| Qualifications and Knowledge | | |
| Essential Degree or equivalent demonstrable knowledge and experience.  Extensive use and knowledge of IT packages and applications, including Microsoft Office Desirable Knowledge of Adastra and Rotamaster | | |
| Experience | | |
| Essential Previous experience of people management  Experience of working and building relationships with a wide range of stakeholders including senior personnel both internal and external. Desirable Experience in use of databases and online applications  Experience of rota management. | | |
| Skills and Attributes | | |
| Excellent communication skills, with highly developed interpersonal skills - Professional telephone manner  Advanced keyboard skills  Analytical skills  Ability to plan and prioritise personal and team workload effectively  Ability to cope with pressure and work to tight deadlines  Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh | | |
| Other | | |
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