

## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS:

Job Title	Shift Team Leader
Pay Band	Band 5
Division/Directorate	Corporate
Department	Covid -19

#### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Operational Lead
Reports to: Name Line Manager	Operational Manager
Professionally Responsible to:	Operational Lead

#### Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

#### Job Summary/Job Purpose:

The post holder will support the Operational Manager in the effective day to day running of the Covid Testing Centre and is a contact for resolving operational issues that arise, which will involve providing, and receiving complex, sensitive or contentious information where there are barriers to understanding or acceptance, using developed interpersonal and communication skills.

- To support the Operational Manager to ensure the effective operational management and running of site.
- Management of the Administrative Office.
- To support the Operational Manager ensuring that flow is maintained and any issues are dealt with promptly
- To provide leadership, and day to day cover for the covid testing site
- Develop and maintain good working relationships and effective communications with both clinical and non-clinical staff

## **DUTIES/RESPONSIBILITIES:**

### **Operational General Management**

The post holder will:

- Adhere to Health and safety measures as outlined in the SOP and escalate any concerns to the Clinical Lead for the testing unit.
- Ensure full compliance to the Covid19 Testing SOP by all staff that work in the testing unit to dress code, consent, hand decontamination, PPE donning/doffing, correct Infection prevention flows of work, correct sampling procedures and bagging of samples, transportation of samples and the cleaning and decontamination of the unit.
- Ensure that individuals attending for screening are provided with the relevant up to date covid19 information e.g. self/home isolation, return of results, return to work.
- Ensure that the administration component of the screening unit is effectively executed in relation to electronic sample request and maintaining figures on unit activity.
- Ensure that stock levels in the screening units are maintained e.g. PPE, cleaning resources etc. Recognises and responds appropriately to urgent and emergency situations.
- Work closely with other members of the operational team to ensure a high standard of service delivery.
- Provide a visible presence on the site for staff, patients and members of the public.
- Support the Operational Manager in the co-ordination of accommodation across the site.
- Support on the implementation of improvements to the service and environment.
- Analyse situations and evaluate the best course of action.
- Liaise with Partners, Estates and other departments as required ensuring appropriate utilisation of the site including standard maintenance, security and cleanliness.
- Ensure that all policies related to health & Safety and risk are adhered to.
- Assist the Operational Manager with emergency planning, and support with all emergency incidents ensuring that they can be dealt with quickly and efficiently and within policy. This can include fire evacuation and any accident or incident on site.

### **Service Delivery**

- Lead specific projects and programs as directed, responsible for their organisation and co-ordination, adjusting schedules and strategies as appropriate in order to ensure the delivery of an effective and efficient service.
- Research and Interpret up to date Government, Public Health Wales / Public Health England guidance to advise the unit and members of the public.
- Maintains confidentiality with information and data i.e. staffing, financial and patient issues in accordance with health board policies.
- Records patient's property ensuring that procedures are compliant with health board policies
- Participates in service development by contributing to the development of team, through departmental meetings.
- Participates in the recruitment and selection process, where appropriate.
- Participates in the effective and efficient use of physical and financial resources
- Support with the co-ordination of accommodation on site, ensuring that

accommodation is appropriately used.

- To be Involved in the planning of refurbishment work and / or any capital developments.
- Has an awareness of own limitations and will escalate to more senior level of staff circumstances/situations that may be detrimental to the wellbeing of service users or colleagues.
- Awareness of new innovation within your areas of responsibility and co-ordination of any project groups.

### **Quality Improvement, Risk Management and Health & Safety**

- Manage Health & Safety across own areas of responsibility and have an overview for wards and other areas across the Site.
- Responsible for Health and safety of staff, in accordance with statutory requirements.
- Takes a proactive role in the management of risk i.e. risk assessments, reporting incidents and near misses
- Ensures all reasonable precautions are in place for a safe and secure environment for self and others in accordance with Health and Safety legislation, reporting any areas of concern to the Clinical Lead.
- Ensures that staff working within the Covid Testing Unit are aware of their responsibilities in accordance with health board policies. Ensure compliance with health board's policies, procedures and clinical guidelines for self and others.
- Implements policies within the Testing Unit and suggests service improvements to the Covid Testing Unit Management Team.
- Participates in the health board's induction programme at local and departmental level.
- Ensure timely reporting on risk incidents, accidents and complaints locally.

### **Service Improvement**

- Propose changes to improve the existing systems and processes. Participate in service change and improvement and ensure changes are implemented as seamlessly as possible and that appropriate training is provided.
- Takes a proactive role in the management of risk i.e. risk assessments, reporting incidents and near misses
- Ensures all reasonable precautions are in place for a safe and secure environment for self and others in accordance with Health and Safety legislation, reporting any areas of concern to the Clinical Lead.
- Ensures that staff working within the Covid Testing Unit are aware of their responsibilities in accordance with health board policies. Ensure compliance with health board's policies, procedures and clinical guidelines for self and others.
- Implements policies within the Testing Unit and suggests service improvements to the Covid Testing Unit Management Team.
- Participates in the health board's induction programme at local and departmental level.

- Participates in the monitoring of standards and quality of care, through benchmarking, audit and research.
- Participates in the responsibility to maintain a clean environment and ensure all members of staff follow cleaning responsibilities.
- Participates in audit and research, interpretation and analysis of findings and their application to practice, promoting excellence and improvement in standards of care

### **Communication**

- Actively participate in staff team meetings, and if required to lead such meetings.
- Develop and maintain a strong working relationship with all members of the Delivery Unit and wider Health Board.
- Liaise with all external suppliers, support services, NHS organisations and third parties as necessary.
- Ensures that effective communication is established and maintained with patients and service users, taking accurate messages, relaying all environmental and patient information to the nurse in charge and remain polite and courteous at all times.
- Communicates complex and sensitive information to service users, including patients with special needs/learning disabilities or other barriers to communication. This will involve persuasive, motivational, negotiating, empathic and reassurance skills recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Utilises and demonstrates sensitive communication styles to ensure patients are fully informed and consent to treatment.

### **Education and Training / Staff Management**

- Line management for administrative and clerical staff.
- Ensure system is in place for the monitoring of mandatory and statutory training.
- Collate workload need and staffing levels, identifying any issues
- Co-ordinates and delegates the work of non-registered staff in the delivery of care. Ensures staff working within the testing unit are aware of their responsibilities within the health board's policies.
- Supervise non-registered members of the Covid Testing team and participates in their education and development.
- Acts as mentor / preceptor for new members of staff / students.

### **Information Resources / Reporting**

The post holder will:

- Analyse data where required, using it to find ways of working more efficiently.
- Using appropriate computer software, be responsible for the regular provision of reports, updates and briefings that support decision making.

- Ensure quality monitoring is carried out and reported appropriately
- Audit the service against set targets and criteria.
- Produce data and reports to facilitate the performance review process.

**Financial / Budgetary Responsibility**

- Responsible for ensuring the care and safe use of any equipment.
- Reports any equipment faults/hazards encountered to the appropriate department, ensuring a safe working environment is maintained.
- Responsible for maintaining stocks levels generating non stock requisitions for stores.

**Physical Effort**

- There may be a requirement to travel between NHS and other sites for meetings.
- Frequent VDU use is required for this post in order to produce reports and analysis to support decision making
- There is a need to respond to incidents / situations rapidly.

**Mental Effort**

- Frequent concentration will be required on a wide variety of complex issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.

**Emotional Effort**

- Requirement to deal with staff issues, and also with patients/service users' whilst facilitating the effective management of complaints, which exposes the post holder to occasional emotional/distressing circumstances.
- Respond to medical emergency and incidents on site.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	<p>Educated to degree level or able to demonstrate the equivalent level of knowledge, skills and experience.</p> <p>Knowledge of SBUHB HB Finance Systems.</p> <p>Knowledge of relevant SBUHB HB Policies &amp; Procedures.</p>	<p>Experience of leadership role within a large organisation.</p> <p>Ability to demonstrate a wider understanding of the working of the NHS, particularly Site Management.</p>	Application form and pre employment checks
<b>Experience</b>	<p>Proven ability to manage staff, including the necessary supervisory/co-coordinating skills.</p> <p>Experience of change management, managing resources &amp; delivering services.</p>	<p>Ability to identify how things outside of the NHS could be introduced to improve efficiency / new ways of working.</p>	Application form and interview
<b>Aptitude and Abilities</b>	<p>Motivational skills to encourage collaborative working to improve services/performance where there may be resistance to change, and a proven track record in this area.</p> <p>Excellent communication skills with a wide range of staff from a range of disciplines, internal &amp; external to the NHS.</p> <p>Ability to analyse &amp; solve complex problems excellent organisational skills.</p> <p>Ability to think laterally, and prioritise effectively.</p> <p>Ability to work as part of a multidisciplinary team, with internal &amp; external partners.</p> <p>Ability to work with senior professionals on a team basis.</p> <p>Advanced IT skills, particularly Microsoft Word, and Excel. Ability to manipulate, analyse and report on complex information.</p>	<p>Ability to speak Welsh</p> <p>Experienced in Conflict Management</p>	Interview
<b>Values</b>	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else's shoes. Sees and treats others as individuals</p>		Application Form Interview References

	<p>(patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		
<b>Other</b>	<p>Conscientious &amp; Reliable.</p> <p>Highly Self Motivated.</p> <p>Ability to work on own initiative at all levels in the Health Board.</p> <p>Facilitation &amp; negotiation skills; ability to challenge, in a constructive way as necessary, all procedures and processes.</p> <p>Personal skills required dealing with all clients (both internal and external).</p> <p>Approachable, discrete, diplomatic and politically aware</p>		Application form and interview

#### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** 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:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers 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.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **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.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct



management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation 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 any 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 HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. 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 the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## Organisational Chart

