

Job Title: **Clinical Administrator and Scheduler**

Reporting To: **Senior Clinical Administrator**

Job Summary:

The Clinical Administrator and Scheduler will play a pivotal role in ensuring the smooth day-to-day operation of the clinical team. This includes coordinating key administrative processes, upholding clinical and organisational standards, and overseeing all aspects of the clinical scheduling function. The postholder will optimise the use of resources to meet service demand in a cost-effective and efficient manner, working within agreed policies and procedures to maintain consistent operational cover across all clinical platforms.

The postholder will be required to work collaboratively with clinical staff and external partners to support efficient workflows, accurate documentation and high-quality service delivery. The postholder will maintain the workforce management system to help the department achieve its goals and objectives, while also providing data entry, telephone and email support. They will offer guidance and assistance to managers and staff on all aspects of resource planning and service quality.

A key responsibility will be ensuring the service is appropriately staffed, with the right people, skills and coverage to meet patient demand. The Clinical Administrator and Scheduler will contribute effectively to workforce planning and respond promptly, professionally and efficiently to staff queries relating to absence, annual leave, relief shifts and other scheduling matters.

The role will also provide administrative support to the Patient Liaison team.

Main Duties of the Post:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of MAAC which may be amended from time to time.

Administration duties

Provide support when required to the Senior Clinical Administrator in the following duties:

- Delivering comprehensive administrative support to the Clinical Management and Patient Liaison teams.
- Preparing and formatting documents in line with MAAC standard templates, including guidelines and forms.
- Coordinating, scheduling, preparing agendas and producing minutes for Clinical Management Team meetings.
- Tracking and managing actions before, during and after meetings to support effective follow through.
- Providing high quality minute taking across a range of clinical and operational meetings.
- Producing professional documents, briefing papers, reports, and presentations.
- Commissioning, gathering and organising papers and briefings to ensure meeting attendees are fully prepared.
- Collating, maintaining, and updating patient records within the electronic record system.
- Managing diaries, including arranging face to face and virtual meetings.
- Supporting the handling and coordination of external information requests.
- Carrying out a wide variety of administrative tasks to support smooth operational delivery.
- Provide responsive and efficient administrative support to the Patient Liaison Team.

Clinical Scheduling

- Support the delivery of high-quality patient care according to MAAC standards, policies and procedures through being responsible for matching resource capacity to operational demand and core crewing requirements to improve clinical care and patient outcomes.
- Provide assistance with planning rosters to include new starters, leavers, Pre-Hospital Emergency Medicine (PHEM) trainees, Fellows and students to ensure rosters are planned accurately and efficiently.
- Plan rosters to meet forecast demand and adjust making shift amendments for cancellations, shift swaps, sickness cover and team changes.
- Plan and publish rotas according to process, ensuring adherence to operational demand and core crewing requirements.
- Ensure visibility of core roster cover for all clinical staff and work with the wider operations team to identify and resolve rostering deficiencies.

- Check and authorise staffing swaps to ensure adequate clinical cover is maintained.
- Contribute to the design of new rosters and oversee implementation.
- Use and maintain the workforce management system to plan relief shifts and review resources in line with forecasts, making changes as needed.
- Develop communication strategies for notification of core roster vacancies.
- Input and update workforce management data accurately.
- Ensure compliance with Data Protection and Freedom of Information and Working Time Directive legislation.
- Be responsible for allocation of leave, training, and record abstractions for operational staff accurately and support with the allocation of relief shifts as required.
- Collate and maintain accurate records as required.
- Update the workforce management system to staff requests including maternity/paternity leave, training and administration requirements, shift changes, new roster patterns and annual leave allocation.
- Plan relief and overtime cover whilst maintaining optimum skill mix and competence levels wherever possible.

Communications and Stakeholder Engagement

- Deal promptly, efficiently, and professionally with calls and emails from staff dealing with queries, absence, annual leave, relief shifts etc. and deal with these proactively to provide a good service.
- Respond to ad hoc enquiries from all levels of staff.
- Ensure effective communication across all mediums with internal and external stakeholders alike.
- Maintain confidentiality for all aspects of staff situations that impact the development of rosters.
- Support the Patient Liaison Leads with relevant communication pathways with patients and their relatives, such as letters and feedback.

Analytics and Decision Making

- Receive requests for staff abstractions from rosters.
- Authorise/decline requests for staff abstractions from rosters according to protocols and where necessary liaise with line managers/HR to progress requests, ensuring fairness, equity, and consistency.
- Communicate abstractions to staff and managers, both verbally and in written report form, where necessary.
- Produce reports and other statistical data as required using a variety of information systems and formats.
- Liaise with the Managers on issues pertaining to timesheets, including sickness, annual leave, and overtime.

- Monitor abstractions, overtime spend and other designated KPI's and provide reports as required.

Other Duties

- Maintain a good working knowledge of Data Protection, Freedom of Information, Working Time Directive, and other relevant legislation.
- Resolve any software interface issues through error checking and contribute to the review of policies/protocols/processes, providing recommendations to improve performance where possible.
- Contribute to continuous professional development of the Scheduling and administration functions, providing support to other members of the team.
- Ensure service users within areas of responsibility are provided with a quality service and that best practices are adopted within the department.
- Adhere to robust systems of governance (clinical, financial, staff, information).
- Contribute to the review of policies/processes/protocols, providing recommendations to improve performance wherever possible.
- To attend as requested meetings and development training courses and to undertake any other duties that may arise and fall logically within your remit.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

CHARITY POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

DISCLOSURE AND BARRING SERVICE (DBS)

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

DIVERSITY AND EQUAL OPPORTUNITIES

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her 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 the charity to ensure that statutory and charity safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

SAFEGUARDING

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

SMOKING STATEMENT

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

TRAVEL TO OTHER SITES

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.