

JOB DESCRIPTION AND PERSON SPECIFICATION



Avon and Wiltshire
Mental Health Partnership
NHS Trust

Job Title:	Bank Co-ordinator
Band:	3
Hours:	37.5 – Various shifts to cover opening hours 07:30 – 22:00 7 days a week
Base:	Bath NHS House, Bath
Reports to:	Kirsty Lisanti
Professionally Accountable to:	Kate Houston

Job Summary

The AWP Bank Co-ordinator will work as part of the AWP Bank team with the objective of providing a comprehensive high quality Service to the trust by assisting in covering shortfalls in staff across Avon and Wiltshire, helping ensure the right candidate is placed and that whilst doing so process' and procedures are correctly followed with the view to reduce agency spend where possible.

The primary aim of the role is receive and cover shifts with appropriate workers in a timely and efficient manner. The post holder will be actively involved in the day-to-day operation of AWP Bank Service by processing requests as requested by wards/departments utilising the Trust's e-Rostering system.

Establish and maintain excellent communication and working relationships with managers and Bank workers alike by being the first point of contact.

Be responsible for resolving all enquiries efficiently and courteously, in a fast paced and at times challenging environment.

To act as the focal point for all e-Rostering queries, password resets and to provide administrative support to the Payroll function.

Description of the duties

Key Result Areas

- To work as part of the AWP Bank team with the objective of providing a comprehensive high quality Bank staffing and advisory service to all users of AWP Bank Service.
- Work a flexible shift pattern to cover the bank opening hours from 0730 to 18:00, Monday to Sunday inclusive, including Bank holidays. On calls available 18:00 – 22:00.
- To fill all shifts with Bank workers, in accordance with the requirements of the request, sourcing cover using the Bank Worker register.
- Input and engage with New Starters to the AWP Bank.
- Arrange shadow shifts and induction shifts for new starters.
- Liaise and engage with Substantive Staff who wish to join the AWP Bank.
- To process bookings, received by email, telephone or entered on the e-Roster system in an accurate and timely manner in relation to the nature of the request.
- To liaise with managers, wards, teams and departments to identify cover required and to keep them informed of the progress made.

- To proactively identify solutions and suggest alternatives to managers when temporary cover is not available for the shift requested.
- To liaise directly with Bank workers to confirm booking details and deal with day-to-day queries.
- Regularly engage with Bank workers to obtain availability, develop relationships and address queries and to encourage greater uptake of Bank shifts by individuals.
- Seek approval for all agency cover requests from Senior Managers in accordance with the Trust procedures for agency authorisation.
- When required liaise with approved external agencies to fill vacant shifts in a timely manner.
- Ensure that the Bank shared mailbox is accessed in a timely manner and appropriate action taken accordingly.
- Ensure that booking reference numbers are generated for all shift bookings and are communicated to the appropriate person.
- Immediately escalate complaints, incidents and concerns to the Clinical Lead Nurse.
- To utilise the eRostering system for temporary workers, managing bookings, ensuring all details are accurately recorded and be responsible for the matching process of Bank workers to available shifts.
- Deal with telephone, email and face-to-face queries from a wide range of people including, clinicians, managers and other stakeholders.
- Provide a high level of customer service throughout all interactions with Bank workers and AWP staff and managers, ensuring the accurate and timely resolution of issues and queries and ensuring the professional image of the AWP Bank Staffing Service is maintained at all times. When required escalate issues in a timely manner to the Bank Team Leader.
- To assist with regular checks regarding the number of hours worked by Bank workers and shift patterns ensuring compliance with the European Working Time Directive and escalate findings to the Bank Office Team Leader.
- Assist in the training of new team members.
- Maintenance of the current staff mailing list.
- To ensure the AWP Bank worker filing systems are maintained as necessary.
- Maintain confidentiality and professionalism at all times when dealing with information.
- To assist in the timely administration of payroll exceptions to enable the extraction of data for payroll.
- To be responsible for the maintenance of accurate and up to date staff records on the eRostering system.
- Ensure that Bank workers wishing to opt-out of the WTR's complete and sign the appropriate waiver form.
- Identify and suggest improvements to new and existing Bank staffing office processes, procedures and systems.
- To take full responsibility for the AWP Bank office out of hours and weekends when there is no management cover.
- To input all training shifts and verify for payment on receipt of a report from Learning and Development.
- To create an available shift report for upload onto the Trust Intranet twice daily and send to all Bank workers twice daily.

General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

Other Information

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

RISK MANAGEMENT

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

Requirements	Essential	Desirable
Education and Qualification	<ul style="list-style-type: none"> Educated to at least GCSE level or equivalent experience. 	<ul style="list-style-type: none"> Previous knowledge of the NHS, particularly in a mental health setting. Understanding of NHS temporary staffing processes and procedures. Experience of using and working knowledge of electronic rostering systems. Experience of working in a customer service environment or telephone contact centre.
Experience and Knowledge	<ul style="list-style-type: none"> Considerable experience of using a variety of software packages commonly used within an office environment. Considerable experience of processing high volumes of bookings onto an e-Rostering system or equivalent. Good working knowledge of excel to be able to create and manipulate data. 	<ul style="list-style-type: none"> Experience of working independently in an office environment, regularly involving lone working. Able to maintain employee records using electronic roster systems and other IT systems with the required attention to detail.
Skills and Abilities	<ul style="list-style-type: none"> Highly organised approach and ability to prioritise own daily work to meet deadlines and targets. Excellent telephone manner with the ability to respond to queries calmly, quickly and effectively. Good interpersonal skills with the ability to work closely and effectively with staff at all levels of the organisation. 	<ul style="list-style-type: none"> Able to appropriately update and inform managers and workers in accordance with the temporary staffing processes and procedures. Able to undertake any other administrative duties as directed by the Team leader or other senior member of the AWP Bank team.
Other Requirements	<ul style="list-style-type: none"> Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times. 	

Date Job Description and Person Specification agreed: [Click or tap to enter a date.](#)