



Job Title: Clinical Resource Co-ordinator (CRC)

Department: Administration

Reporting to: Operations Manager

Address: Fitzpatrick Referrals, Halfway Lane, Eashing, Surrey, GU7 2QQ

Role Description:

An opportunity has arisen for an enthusiastic and efficient individual to join the operations team to support the delivery of clinical services across the practice.

Working as part of the operations team, you will help support the delivery of nursing and VCA rotas ensuring adequate staffing is available to effectively and efficiently process the clinical caseload. In addition to the production of accurate rotas you will oversee the correct recording of planned and unplanned absences, such as leave or sickness and carry out various duties relating to rota management. You will be required to communicate with a wide range of staff and possess an aptitude for negotiation and persuasion. Your role will include reviewing and auditing all current rotas and processes around rota coordination and identifying how these can be streamlined and improved.

Together we will demonstrate safe, efficient decision-making and expert care together with compassionate communication for patients referred to Fitzpatrick Referrals.

Responsibilities and Tasks:

- Proactively produce effective rotas to meet the needs of the business and its patients, reflective of staffing numbers and resource availability.
- Planning, forecasting, and organisation of staffing levels with a view to increasing efficiency across the practice.
- Provide good communication to the relevant teams, to keep everyone informed of any changes.
- Deal with staff requests regarding the rota, absences and managing annual leave in a timely manner.
- Work with the operations manager and nursing management to review daily vet, nursing and veterinary care assistant numbers, ensuring locum cover is arranged where required, preventing staff shortages in these teams.
- Assist the operations manager in monitoring and auditing efficiency across the practice, implementing changes when needed, to optimise efficiency.

Experience in a similar role, or managing rotas in a busy clinical environment would be ideal. You should have the ability to think calmly and logically under pressure and have a positive attitude to maintaining high standards with attention to detail at all times. You will be quick to learn, be able to work as part of a team and also possess the ability to work unsupervised using your own initiative.

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria which will contribute to any future appointment. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> • Experience of managing rotas/diaries • Experience of working in a busy operations environment 	<ul style="list-style-type: none"> • Some work in a veterinary environment would be advantageous • Experience of using rota software 	Application and interview
Knowledge	<ul style="list-style-type: none"> • Knowledge of designing rotas within large, complex teams • Proficient working with databases and Microsoft office (Word, Excel, Outlook) 	<ul style="list-style-type: none"> • Some knowledge and understanding of management of clinical cases in a veterinary environment is desirable but not essential 	Interview
Personal skills	<ul style="list-style-type: none"> • Team player • Excellent communication skills • Ability to work on own initiative • Excellent coordination and organisational skills • Great time management skills • Strong administrative skills • Ability to work under pressure 	<ul style="list-style-type: none"> • Negotiation skills 	Application and interview
Personal Characteristics	<ul style="list-style-type: none"> • Compassionate and caring • Enthusiastic and motivated • Confident • Efficient • Flexible 	<ul style="list-style-type: none"> • Assertive • Approachable 	Interview
Other	<ul style="list-style-type: none"> • Right to work in the UK 		

APPLICATION PROCESS

Please email your CV and a covering letter to:
recruitment@fitzpatrickreferrals.co.uk