

JOB DESCRIPTION

JOB DETAILS	
Job Title	MDT Coordinator
Reports to	Administrative Line Manager
Band	Band 4
Department/Directorate	Trauma and Orthopaedics, Surgery Care Group

JOB PURPOSE
The core purpose of the MDT Coordinator is to provide consistent patient-centred focus throughout the pathway of care, by providing one point of contact for the Multidisciplinary Teams (MDT). This will ensure coordination of the patient journey, especially for patients who need to move through their treatment pathway. The MDT Coordinator will be responsible for tracking the patient along their care pathway, identifying unnecessary delays and highlighting potential breaches of waiting times and targets. The role will ensure that all relevant patients are discussed at MDT meetings with supporting clinical information. They will also undertake accurate prescriptive data collection and recording to enable effective patient tracking of all patients. The post holder will be responsible for the coordination and organisation of the multi-disciplinary team meetings, and will attend these meetings obtaining and recording relevant information. They will collect, record and report information as required in order to meet both national and local requirements. The post holder will be responsible for the collation of information from reports relating to relevant investigations and treatment. They will be required to work closely and proactively with the clinical teams and work collaboratively within the Trauma and Orthopaedic (T&O) Services team ensuring the consistent delivery of service.

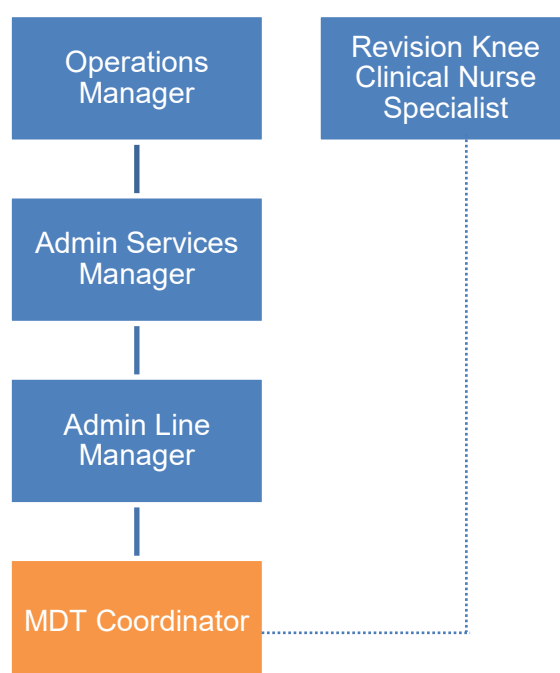
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Take primary responsibility for support and coordination of T&O MDT and pathway tracking. - Provide administrative facilitation of the MDT meetings, including preparing, organising and circulating lists of patients for discussion, and ensuring MDT meetings run as smoothly as possible, while supporting full and thorough discussion of all patients referred to the MDT. This includes the use of video conferencing and IT equipment, ensuring all information relevant to the patient discussion is available for the MDT meeting. - Attend weekly MDT meetings and input live information on to the relevant database including the recording of the outcome of each discussion and any actions to be taken. To use this information for minimum data set collection and waiting times. - Ensure MDT decisions relating to the individual patient's management plan are accurately recorded on the Trust Electronic Patient Record (EPR) system as part of the MDT meeting and subsequently distributed to appropriate staff, including referring Trusts and GPs, within the specified timescales. - Record attendance for MDT meetings, including those team members who participate via video conferencing, to ensure compliance with National Standards. This includes the recording of a cancellation reason in the event of an MDT meeting being cancelled.

KEY WORKING RELATIONSHIPS
Areas of Responsibility: No. of Staff reporting to this role: 0 The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community and external organisations.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• T&O Team members • MDT Co-ordinator Team members • MDT lead • Members of MDT • Members of the Diagnostic teams • Operational Team managers and administrative staff • Staff with responsibilities for T&O information	• MDT Co-ordinators in other Trusts • Referring services

ORGANISATIONAL CHART



FREEDOM TO ACT

- Clearly defined occupational policies, work is managed, rather than supervised.
- Works independently to defined policies and procedures, manages own workload.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will be required to adhere to the organisation's standards of customer care.
- The post holder is required to courteously and efficiently receive enquiries, dealing effectively with staff at all levels across a wide range of organisations and a variety of individuals, communicating in a tactful and sensitive manner, respecting confidentiality at all times.
- The post holder may also be expected to participate in consultation with relevant staff regarding changes to an area of work.
- The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity, and to listen to and support others.
- The post holder will be responsible for receiving and compiling complex clinical information which may be of a sensitive and confidential nature, including details of the patient's diagnosis and treatment.

- The post holder will support MDT meetings through effective communication and may need to manage challenging behaviour, using negotiation and persuasion skills, during these meetings.

ANALYTICAL/JUDGEMENTAL SKILLS

- To apply the rules specified within the National Waiting Times Guidance and related policies to individual pathways by analysing clinical and administrative documentation recorded within the electronic patient record.
- To exercise judgement when dealing with enquiries.

PLANNING/ORGANISATIONAL SKILLS

- Work using own initiative and manage time effectively to meet deadlines/performance targets.
- Co-ordinate detailed referrals from other departments and tertiary hospitals.
- To communicate and answer queries from all disciplines. This involves organising own day to day activities, planning both straightforward and more complex patient pathways, together with looking into the longer-term plan of care.

PATIENT/CLIENT CARE

- The post holder is required to put the patient and their safe care as the first priority and at the centre of all activities.
- Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

- Participate in policy and service development.
- Follow Trust policies, make comments on proposals and propose changes to working practices for own and other areas.
- Implement administration policies and best practice for own area.

FINANCIAL/PHYSICAL RESOURCES

- Maintain stock/order stock as requested.

HUMAN RESOURCES

- Demonstrate duties to new starters or less experienced staff.
- Take an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

- Record relevant information from clinical discussion to create MDT Outcomes, including transcribing diagnostic and treatment information using complex medical terminology into a patient's record on screen in a live MDT meeting.
- Modify, maintain and analyse patient information to update patient pathways within the electronic patient record in accordance with National Waiting Times Guidance and Trust policies and procedures. Sources of data include MDT Outcomes, clinical reports and letters, assessments, referrals etc.
- The post holder is responsible for the quality (accuracy, completeness and timeliness) of their data recording while undertaking this role.

RESEARCH AND DEVELOPMENT

- Must comply with Trust's requirement in respect of research governance.

PHYSICAL SKILLS

- Transporting equipment to support MDT meetings.
- Advanced keyboard skills.

PHYSICAL EFFORT

- May require long periods in front of a computer.
- Manual handling loads of not more than 5kg including equipment, i.e. loading and transporting laptops for use at MDT Meetings by trolley.

MENTAL EFFORT

- Frequent concentration; work pattern predictable.
- Concentration for administrative duties, work pattern predictable/interruptions from medical staff, external agencies.

EMOTIONAL EFFORT

- Exposed to emotionally distressing and traumatic information and situations involving patient diagnosis, treatment and care of trauma, when recording patients' pathways. It has potential to be happening every week.

WORKING CONDITIONS

- Working in an office environment using computer equipment for long periods.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct yourself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE).

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively

promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	MDT Coordinator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING NVQ3 Business Administration or Team Leadership/Customer Care or equivalent qualification/experience RSAIII or equivalent or equivalent level of skill gained through experience or alternative qualification Relevant IT qualification specific to post, e.g. ECDL, or equivalent level of skill gained through experience	E E E	
KNOWLEDGE/SKILLS Knowledge of hospital computer systems Excellent organisational, interpersonal skills Advanced IT/keyboard skills Knowledge of MDT and pathway tracking processes Ability to communicate with multi-disciplinary teams of clinicians Ability to demonstrate analytical skills Knowledge of medical terminology	E E E E	D D D
EXPERIENCE Experience of working with healthcare professionals/previous experience in the NHS Significant clerical/administrative experience within customer care environment or similar Demonstrable experience of dealing with non-routine queries and administrative processes where problem-solving skills are regularly deployed Experience of inputting accurate and timely data into computer system	E E E	D
PERSONAL REQUIREMENTS Reliability and flexibility, able to contribute to changing demands of the service Willing to undertake training relevant to the post Ability to work independently/prioritise workload Ability to demonstrate Trust values whilst maintaining confidentiality	E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust Committed to on-going professional development Ability to travel independently to other locations as required	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y				✓
Working in isolation	Y			✓	
Challenging behaviour	Y		✓		