

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Co-ordinator (Health and Social Care)</b>
<b>Band:</b>	<b>4</b>
<b>Responsible To:</b>	<b>Therapy team lead.</b>
<b>Accountable To:</b>	<b>Therapy team lead.</b>
<b>Section/Department/Directorate:</b>	<b>Community administration, BLIS, South Molton and Chulmleigh Health and Social Care Team (H&amp;SCT).</b>

### **Job Purpose:**

To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive co-ordination service.

Responsible for own workload which may include financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi disciplinary teams. Will be required to supervise and allocate work to staff in lower bands.

The coordinator supports the Community Team in optimising patient flow and acting as a central co-ordination point for local multi-disciplinary activity including episodes of care/intermediate care. The H&SC team coordinator brings together and supports Community Therapy and Community Nursing and adult social care. The post holder responds to queries from the team, GPs, care agencies, patients, families, acute services, referrers and other stakeholders in support of patients under the GP practices we support - South Molton and Wallingbrook (Chulmleigh and Winkleigh). The coordinator has access to different systems – EPIC, System One, Care First 6 to be able to access information, upload referrals and queries.

### **Context:**

The Co-ordinator will be based in the South Molton Community hospital and will provide business support to the South Molton and Chulmleigh Health and Social care Team.

The post holder will support Health and Social Care staff in optimising patient flow, acting as a central co-ordination point for local multi-disciplinary activity. The post holder will be responsible for a high quality customer service function in recording contact information, supporting the initial prioritisation of contracts, subsequent feedback and ongoing liaison with referrers and relevant others within the specified response time.

The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day line management for staff within the team (B3 administrator). To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.

Speciality Specific Information: teams supported.

- Community therapy team based in South Molton community hospital.
- Community nursing team based in South Molton Community Hospital and Wallingbrook (Chulmleigh) medical centre.
- Adult social care team based in South Molton Community Hospital.

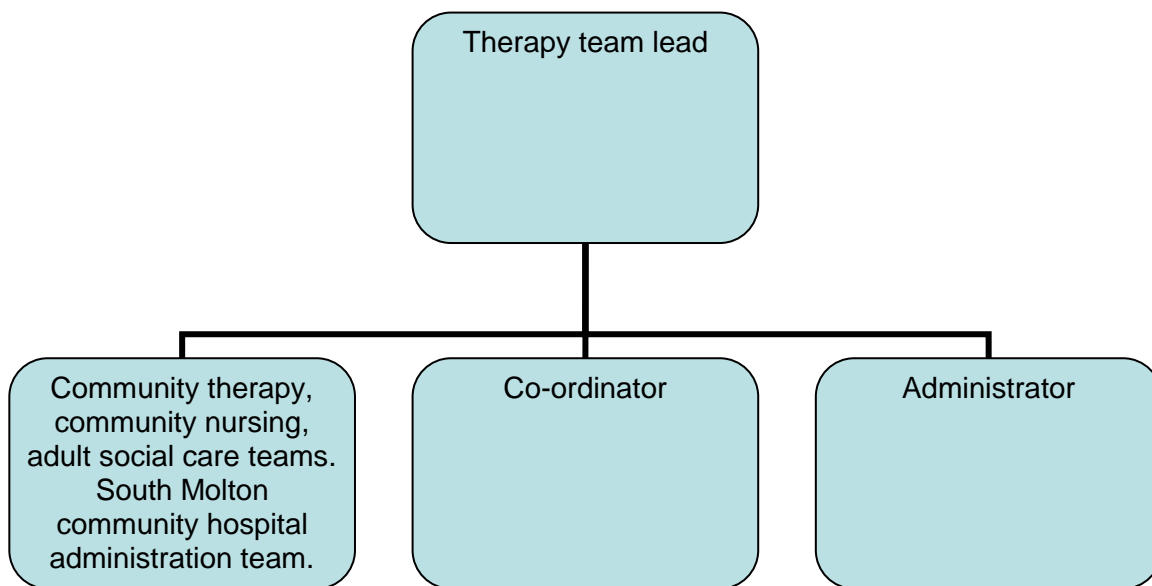
Close working relationship with:

- Health and Social care coordinator and administrator supporting Ilfracombe team.
- Administrative team based at South Molton community hospital.

**Key Working Relationships:**

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

**Organisational Chart:**



**Key Result Areas/Principal Duties and Responsibilities:**

**Communication and Relationship Skills**

The post holder will be required to adhere to the organisations standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.

The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to 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 and support others.

**Analytical and Judgement Skills**

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This may include resolving minor problems with regard to personnel, payroll and maintenance, highlighting any problems and conducting risk assessments as appropriate.

### **Planning and Organisational Skills**

The ability to work using own initiative and manage time effectively to meet deadlines. The post holder will organise own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.

The post holder needs to be able to co-ordinate detailed referrals from Health and Social Care professionals, communicate and answer queries from all disciplines. This involves organising own day to day activities, planning of both straightforward and more complex on going referrals, together with looking in to the longer term planning of care.

### **Physical Skills**

The post holder will have advanced keyboard skills to operate a range of computer software.

### **Responsibility for Patient and Client Care**

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers. Provision of programmes of care as required by the referrer.

### **Responsibility for Policy and Service Development**

Participate in policy and service development. Follows Trust policies, makes comments on proposals and implements administration policies and proposing changes to working practices for own area.

### **Responsibility for Financial and Physical**

To monitor stock levels of stationery, receive deliveries and report maintenance faults.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

### **Responsibility for Human Resources**

Responsible for day to day management of Health and Social Care Team administrator including responsibility for recruitment and selection of new employees, conducting development reviews and in the first instance disciplinary matters.

Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

### **Responsibility for Information Resources**

Daily use of IT programmes relevant to the work area to produce documents and reports; input, store and maintain information and may be required to modify systems and processes.

### **Responsibility for Research and Development**

Comply with Trust's requirements and undertake surveys as necessary to own work.

### **Decision Making**

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than

supervised and the post holder will organise own workload on a day to day basis.

### **Physical Effort**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.

### **Mental Effort**

The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

### **Emotional Effort**

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. Rare exposure to distressing circumstances.

### **Working Conditions**

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

## **GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

## **SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

## **STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

## **HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

## **INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

JE ref: A&C generic 7.

Band 4 Co-ordinator Job Description  
March 2014 v2  
Updated Nov 18

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

Job holder's Signature: .....

Date: .....

Manager's Signature: .....

Date: .....

## PERSON SPECIFICATION

**POST : Coordinator (H&SC)**

REQUIREMENTS	E/D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<b><u>QUALIFICATIONS / SPECIAL TRAINING :</u></b>				
Good Standard of Education	E	Application Form		
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	Application Form/Skills Test		
RSA III or equivalent level of skill gained through experience or alternative qualification	E	Application Form		
Relevant IT qualification specific to post i.e EC DL	E	Application Form		
Additional relevant co-ordination knowledge acquired through further experience	E			
<b><u>KNOWLEDGE/SKILLS:</u></b>				
Effective interpersonal, organisational and communication skills	E	Interview		
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E	Application Form/Skills Test Interview		
Advanced IT/Keyboard skills, IT literate	E	Interview		
Medical Terminology	D	Application Form		
Knowledge of Adult & Community Services CareFirst Systems	D	Interview		
<b><u>EXPERIENCE:</u></b>				
Significant clerical/administrative	E	Application Form		

experience within customer care environment or similar				
Experience of supervising staff	E	Application Form		
Previous NHS/Social Services experience	D	Application Form		
Cash management (if applicable to post)	E	Application Form		
<b><u>PERSONAL REQUIREMENTS:</u></b>				
Reliability and flexibility, able to contribute to changing demands of the service.	E	Interview		
Willing to undertake training relevant to the post.	E	Interview		
Ability to work independently, within a team	E	Interview		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<b><u>OTHER REQUIREMENTS:</u></b>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	E	Interview		

\* Essential/Desirable

<b>HAZARDS :</b>				
Laboratory Specimens		Clinical contact with patients		Performing Exposure
Proteinacious Dusts				Prone Invasive Procedures
Blood/Body Fluids		Dusty Environment		VDU Use
				X



Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			