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| **JOB DESCRIPTION** |  | | |
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| **Job Title:** | **MDT Co-ordinator/Tracker – Northern Services** | | |
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| **Band:** | **4** | | |
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| **Responsible To:** | **Cancer Services Support Manager - MDT** | | |
| **Accountable To:** | **Cancer Services Manager/Cancer Services Support Manager** | | |
| **Section/Department/Directorate:** | **Cancer Services, Clinical Support Services** | | |
| **Job Purpose:** | | |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive Cancer MDT co-ordination service across all tumour sites.   |  | | --- | | The post holder will be responsible for ensuring the Cancer MDTs run smoothly whilst maintaining up-to-date knowledge of the patients within their PTL tracking list and will engage with stakeholders throughout the organisation and externally, to identify potential breaches of cancer waiting time targets. | | | |
| **Context:** | |
| |  | | --- | | The MDT Coordinators will be based in the Northern Services Site and will provide operational support to the Cancer Management Team.  The post holder will work with the Cancer Management Teams to ensure patient pathways are co-ordinated fully and in line with National and local guidance. The post holder will need a keen eye for detail and will be required to track multiple suspected or confirmed cancer patients through their respective pathways. The post holder will be required to communicate effectively with staff at all levels of the organisation, as well as liaising with colleagues in tertiary centres.  The post holder will be required to undertake regular validation work as part of regular Cancer Waiting Times (CWT) and audit submissions and will be required to work on their own initiative. The MDT Co-ordinators are responsible for ensuring timely and on-going tracking of patients is undertaken to ensure prompt and real time validation of data within EPIC and escalating any identified issues to the relevant department/teams.  The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager |   The post holder will fulfil all administration tasks and work as part of a team and has responsibility for MDT tumour sites*.* 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.   |  | | --- | | **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.   * Cancer Services Manager * Cancer Services Support Manager (MDT) and (Haematology and Oncology) * Lead Clinician and Clinical Nurse Specialists for the designated Tumour site(s) * All members of cancer sites specific Multi-Disciplinary Teams * All members of the Northern Cancer Services Team * Medical Secretaries * Trust Medical Records Department * Diagnostic Teams * All staff with responsibilities for cancer information |  |  | | --- | | Organisational Chart: | |  |  |  |  | | --- | --- | | **Key Result Areas/Principal Duties and Responsibilities:**  **MDT Co-ordination**  To provide administrative facilitation to the MDT meetings, including preparing, organising and  circulating lists of patients for discussion, and ensuring MDTs run as smoothly as possible to reach their full potential in discussing all cancer patients. This includes the use of video conferencing and  IT equipment as necessary, the location and retrieval of case notes and diagnostic information  and ensuring facilities and/or refreshments are booked  To ensure MDT decisions relating to the individual patient’s management plan are accurately recorded  on electronic systems as part of the MDT meeting and subsequently distributed to appropriate  staff, including referring Trusts and GPs, within one working day  To 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 cancer waiting times  To accurately record attendance for MDT meetings, including those team members who participate  via video conferencing, to ensure compliance with National Cancer Standards. This includes the  recording of a cancellation reason in the event of a MDT meeting being cancelled  To work with the Clinical Nurse Specialist(s) to ensure that tests, appointments and treatment are arranged as agreed at the MDT meeting  **MONITORING OF WAITING TIMES**  To proactively track patients to ensure their pathway through the system is smooth and efficient  and achieves appropriate targets. This will include liaising with various departments to facilitate the  timely booking of diagnostic tests and treatments  To ensure all patients’ progress is accurately recorded and updated in a timely manner on the  cancer tracking system, managing their entire patient pathway, including post 62 day care  To ensure that all new patients’ treatments are booked within target times and that any potential  breaches of waiting standards are clearly escalated to the clinical team and appropriate manager in a timely way  To contribute to the validation of the monthly cancer waiting times submission to the Department of  Health, using the relevant data sources, to ensure data is accurate and national cancer minimum data sets are complete.  To attend weekly cancer Patient Tracking List (PTL) meetings, to report on progress of patients  through their pathways of care and against waiting times targets and to complete remedial actions which  result from the meeting  **Co-ordination of MDT referrals**  To maintain good working relationships with colleagues in other Trusts and across Royal  Devon University Healthcare departments who refer to or take referrals from Royal Devon  University Healthcare cancer MDTs  To ensure that inter-departmental and inter-Trust referrals are actioned and closely monitored,  and information fed back to referring teams or organisations as appropriate and within  monitored timescales  To ensure that the generic Cancer Services mailbox is closely monitored and actioned appropriately | | |  |  | | **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.  **Other responsibilities**  To work with other members of the team to ensure the smooth running of MDT processes, working  flexibly to provide cover and support during periods of annual leave or sickness as necessary  To participate in the orientation and induction of new staff  To support the MDT Coordinator assistants and help in their personal development in the role,  including on-going training  To produce a detailed job plan and to review and update at least annually  In addition, you may be required to undertake such other duties commensurate with your grade,  as may be reasonably required of you  To inform your Line Manager of sickness and to negotiate annual leave requests with them  **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**  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.  **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:  • 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: ..................................................................................... | |
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**PERSON SPECIFICATION**

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

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  RSA III or equivalent level of skill gained through experience or alternative qualification  Relevant IT qualification specific to post i.e ECDL  Additional relevant co-ordination knowledge acquired through further experience | E  E  E  E  E | Application Form  Application Form/Skills Test  Application Form  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Ability to manage own workload and to supervise the workload of others, ability to delegate tasks  Advanced IT/Keyboard skills, IT literate  Medical Terminology  Knowledge of Adult & Community Services CareFirst Systems | E  E  E  D  D | Interview  Application Form/Skills Test  Interview  Interview  Application Form  Interview |  |  |
| EXPERIENCE:  Significant clerical/administrative experience within customer care environment or similar  Experience of supervising staff  Previous NHS/Social Services experience  Cash management (if applicable to post) | E  E  D  E | Application Form  Application Form  Application Form  Application Form |  |  |
| 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, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  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 |  |  |  |