

JOB DESCRIPTION

JOB DETAILS	
Job Title	Care Coordinator (Virtual Ward)
Reports to	Clinical Nurse Manager
Band	Band 4
Department/Directorate	Acute Medicine/Medicine

JOB PURPOSE
- To ensure that both urgent and non-urgent referrals are managed in a timely way. This includes working with clinicians to screen referrals and schedule patients appropriately. This will involve contacting patients and balancing meeting their needs within the constraints of the service. - To maintain effective and efficient coordination of our Virtual Ward activity, including management and development of devices. - To provide administrative support to the two Acute Hospital at Home (AHAH) Clinical Nurse Managers and Lead Nurse as needed. - Line management of other administrative staff as required. - Ensure all information is secure and confidentiality of information is maintained at all times. - Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy. - Ensure the professional image of the Trust is maintained at all times.

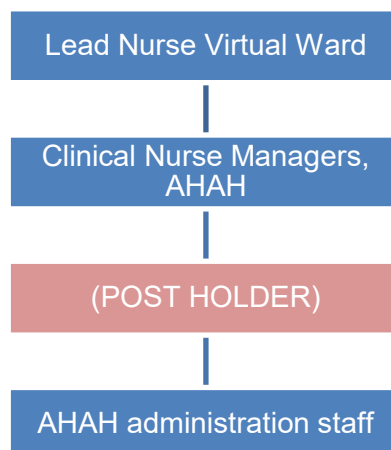
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To manage and monitor the referrals into the service, ensuring referrals are responded to in a timely and appropriate way. - Responsible for identifying patients at risk of not meeting NHS waiting times standards, and to notify the relevant Consultant and escalate to the senior management team as appropriate. - To be responsible for a high-quality customer service function in supporting the initial prioritisation of contacts, subsequent feedback and on-going liaison with referrers and relevant others. - Must be a dynamic person with good organisational skills, computer literacy and a can-do attitude. Due to the urgent nature of the work it can at times be pressured and stressful requiring a flexible and adaptive response. - Support the development of new technologies via testing and implementation. - Work with other clinical teams to develop new clinics and build templates. - Ensure efficient and effective management of devices and stock levels, including overseeing the maintenance and updating of devices. - Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC in line with Trust Information Governance policy. - Maintain health records and patient files in line with Trust Health Records Policy. - Respond to complaints where appropriate, escalating to Line Manager if unable to resolve.

KEY WORKING RELATIONSHIPS
Areas of Responsibility: Acute Medicine/Virtual ward – Eastern and Northern services No. of Staff reporting to this role: 3-5 administration and secretarial staff The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter them on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Lead Nurse for Acute Hospital at Home • Clinical Nurse Managers for AHAH Eastern and Northern • Acute Hospital at Home nursing staff • Nursing staff in Acute Medicine and other specialities • Community staff, nursing and administrative • Consultants for Acute Medicine and other specialities • ACPs, PAs and other medical staff • Administration and secretarial staff	• GPs and their staff • Patients and their relatives • IT, telecoms and project teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- Decisions regarding triage and scheduling of appointments made with clinical support most of the time, exceptions are where protocol guides instead so clinical support not required.
- Autonomous decisions made regarding some other aspects of the work such as organisation and prioritisation of daily workload.
- Decisions regarding management of team members who report to them guided by Trust policies and protocols but otherwise can be autonomous where appropriate.

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with patients and colleagues in a courteous, professional and timely manner at all times.
- To deal with all routine, day-to-day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information in a friendly and professional manner. This will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts.
- Liaise within the multidisciplinary team to ensure essential patient information is available.
- Inform patients of any short notice changes of appointment or other scheduling, wherever possible providing them with alternative dates.
- To take a lead in team meetings as required, cascading key information. This will be occasional and with mostly routine information.

- Provide technical support, often remotely, to patients and carers who need to access the service, which can include needing to provide instructional advice and convey sometimes complex information to those who may not be technologically literate.
- Make and receive telephone calls both external and internal according to Trust standards. Sometimes this may require tact, persuasion and/or overcoming barriers to understanding. For example, calling a patient who may be hard of hearing to arrange an appointment, or explaining to someone why they've been asked to come back when they may not really want to.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging, and can include the use of negotiation and persuasion.
- Take messages, ensuring they are actioned and/or received by the correct recipient.
- Communicate effectively including discussion and written communication.
- Proactively manage email communication in line with the RDUH Email Best Practice guidance.
- Occasionally providing advice, instruction or training to groups, where the subject matter is straightforward.
- Organise and/or support meetings through effective communication.

ANALYTICAL/JUDGEMENTAL SKILLS

- Will frequently make decisions based on clear, job related facts independently.
- Will often need to make decisions based on judgement, in accordance with policy and protocol.
- Occasionally needs to make more complex judgement-based decisions with support from the wider team as needed.

PLANNING/ORGANISATIONAL SKILLS

- Able to organise own day to day workload and prioritise effectively.
- Able to delegate appropriately.
- Ensures referrals are planned and prioritised appropriately utilising support of wider clinical team as needed.
- Plan complex activities and coordinate with other departments to ensure that the patient receives streamlined care (e.g. patients who require a number of tests in advance of or around their Virtual Ward appointment).
- Plan and adjust bookings and workloads, ensuring excellent communication at all times, often at short notice. The post holder will need to prioritise and escalate any clinical concerns to the Clinical Nurse Manager.
- Able to contribute to organising other members of the team where appropriate, for example arranging meetings as requested and ensuring good attendance.
- To coordinate and organise the attendance of patients to their appointments in line with local team and Trust arrangements as instructed.

PATIENT/CLIENT CARE

Frequent patient or relative contact via telephone for booking of appointments and other requests
Occasional patient/relative contact via letter, email or EPIC
Occasional face to face contact, for example for booking follow up appointments for inpatients and issuing or returning devices.

POLICY/SERVICE DEVELOPMENT

- To promote a learning culture and support the sharing of best practice within the team.
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Able to support and participate in new projects, occasionally take a lead if appropriate.
- Participate in team, specialty and divisional meetings as required.
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.
- To make suggestions for improvement as and when these arise and participate in implementation as appropriate.

FINANCIAL/PHYSICAL RESOURCES

- Ensure any ordering of stock is appropriate and necessary.
- Maintain current levels of devices where appropriate, supporting staff in ensuring equipment is correctly loaned and returned.

HUMAN RESOURCES

- To work with the team to ensure adequate cover is in place during periods of leave.
- 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
- Management of staff and work associated with this including management of sickness and development.
- To ensure staff reporting to them are up to date with appraisals and required training/e-learning.
- Complete the rostering for the administration team (small team, working across both acute hospitals)
- Complete absence meetings, 1-2-1s, appraisals.

INFORMATION RESOURCES

- Proficient in use of email, Microsoft office and other IT software.
- Entering data into spreadsheets and Epic lists.
- Maintaining records of devices loaned out and stock levels.
- Use of other IT platforms in connection with devices loaned to patients.
- The post holder will maintain the admission and discharge spreadsheet, and liaise with Business Intelligence, and update and correct any issues raised. Where there are errors (which can be entered by any member of the team), these will need to be investigated and corrected by the post holder.

RESEARCH AND DEVELOPMENT

- Contribute to audits regarding departmental procedures.
- Support the staff who report to them in sending out patient and staff surveys quarterly.

PHYSICAL SKILLS

- Able to type for example; data input, meeting minutes and short letters. Does not necessarily need to be able to touch type.
- Physical skills associated with computer use.
- Fine motor skills required for resetting and programming small devices such as watches.

PHYSICAL EFFORT

- Combination of sitting, standing and walking.
- Frequent requirement for sitting in a restricted position for computer and telephone use. The post holder will frequently be required to make telephone calls for appointments and bookings for around 2-3 hours per day (though this can vary).
- Standing and walking required when moving around the department and accessing stock, printer and liaising with other staff.
- Occasional lifting and moving of items, e.g. stock (some stock weighs in excess of 10kg, but is typically ordered once every 2-3 months).

MENTAL EFFORT

- Frequent concentration required when completing ward data spreadsheet and other data inputting.
- Frequent concentration required for keeping track of stock and ensuring appropriate rotation, loaning and return.
- Occasionally required for support in meetings and new projects.
- Frequent interruptions from medical and nursing staff at times. This may be to ask you to postpone what you are doing and prioritise a new task instead, or to add a task to your workload for later.

EMOTIONAL EFFORT

- Occasional emotional effort in the course of patient contact.
- Emotional effort associated with managing other staff, including emotional support when needed.

WORKING CONDITIONS

- Close proximity to department of Acute Medicine and hazards associated with this including noise, odours and occasional patient contact.
- Screen use for most of the working day.

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 him/herself 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 (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

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

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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	Care Coordinator (Virtual Ward)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Educated to 'A' Level standard or equivalent Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English NVQ level 3 in Business Admin or equivalent experience ILM Level 3 Award in Management or equivalent experience AMSPAR/Medical Terminology qualification or equivalent experience Demonstrable experience of dealing with non-routine queries and administrative processes where problem-solving skills are regularly deployed and service improvements / practices have been made	E E E E	D D
KNOWLEDGE/SKILLS Excellent IT skills and knowledge of a range of different IT programs Ability to work with non-routine queries and proactively seek solutions Strong knowledge of a range of administrative procedures that have been acquired through relevant training or experience Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Excellent interpersonal & communication skills inc demonstrating empathy & sensitivity to patients and relatives and excellent telephone manner Ability to promote good working liaisons (staff, patients, relatives) Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Analytical skills, ability to problem solve and make decisions Able to work independently, with minimum supervision	E E E E E E E E E E E E E	
EXPERIENCE Previous clerical or administrative experience gained in a busy environment Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG Used to working under pressure with time critical work to be completed Supervisory experience Customer service experience	E E E E	D
PERSONAL ATTRIBUTES Understand team work and work within a team Friendly and approachable manner Can remain calm and professional in a busy environment An adaptable approach to work Flexible approach to working hours	E E E E E	
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	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
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				X
Heavy manual handling (>10kg)	Y	X			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			