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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS**  |
| **Job Title**  | Care Coordinator (Virtual Ward)  |
| **Reports to**  | Clinical Nurse Manager |
| **Band**  | Band 4 |
| **Department/Division** | Acute Medical Unit, Medicine Division |

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| **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.
* To provide administrative support to the two Clinical Nurse Managers as needed.
* 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**.**
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| **KEY WORKING RELATIONSHIPS**  |  |
| * Patients, carers and relatives.
* AHAH Clinical Nurse Manager.
* AHAH team.
* Nursing staff across AMU, MTU and SDEC.
* Acute medicine Clinical Nurse Managers.
* Acute medicine secretarial staff.
* Acute medicine cluster management team.
* Acute medicine consultants and other medical staff, including ACPs and PA’s.
* All members of the multi-disciplinary team across the Trust.
* Pharmacists.
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| **ORGANISATIONAL CHART**  |
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| **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.
* 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.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To communicate with patients and colleagues in a courteous, professional and timely manner at all times.
* To deal with all 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.
* Liaise within the multidisciplinary team to ensure essential patient information is available.
* Inform patients of any short notice changes of appointment or admission dates, wherever possible providing them with alternative dates.
* To take a lead in team meetings as required, cascading key information.
* Make and receive telephone calls both external and internal according to Trust standards.
* 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 RD&E’s Email Best Practice guidance.
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging.
* Organise and/or support meetings through effective communication.
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| **GOVERNANCE**  |
| * Undertake training as required to maintain competency/comply with trust policies.
* Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
* Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures.
* Comply with any relevant HR policies.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * To promote a learning culture and support the sharing of best practice within the team.
* To coordinate and organise the attendance of patients to their appointments in line with local team and Trust arrangements as instructed.
* To work with the team to ensure adequate cover is in place during periods of leave.
* 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.
* Participate in team, specialty and divisional meetings as required.
* Contribute to audits regarding departmental procedures.
* To have a flexible approach to working hours to meet the demands of the service.
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| **RESOURCE MANAGEMENT** |
| * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas.
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| **HUMAN RESOURCES**  |
| * 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.
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| **OTHER RESPONSIBILITIES**  |
| * The post holder will be expected to carry out any other duties as required, commensurate with their pay band.
* The post holder will understand the limitations of the role and how to access support
* To take part in regular performance appraisal.
* To contribute to and work within a safe working environment.
* The post holder is 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.
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| **THE TRUST- VISION AND VALUES**  |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:CompassionInclusionIntegrityEmpowermentWe recruit competent staff that 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.We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing. We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |
| **POST**  | Care Coordinator (Virtual Ward) |
| **BAND**  | 4 |

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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 | **E****E** |  |
| **KNOWLEDGE/SKILLS**Ability to deal with members of a multidisciplinary team Excellent planning & organisational skills Ability to prioritise workload to respond to changing demandExcellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relativesAbility 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 Understanding of hospital IT systemsAnalytical skills, ability to problem solve and make decisions Accurate data entry Excellent telephone manner Able to work independently, with minimum supervision Thorough understanding of NHS performance targets | **E****E****E****E****E****E****E****E****E****E****E****E** **E** | **D** |
| **EXPERIENCE** Previous clerical experienceWorking in an NHS/clinical environment e.g. hospital, GP surgery, CCG experience of bookings and telephone contact with patients | **E****E** |  |
| **PERSONAL ATTRIBUTES** Understand team work and work within a teamAble to plan and organise workloadCan remain calm and professional in a busy environmentWelcoming friendly and approachable mannerAn adaptable approach to work | **E****E****E****E****E** |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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  | N |  |  |  |  |
| Mental Effort  | Y |  |  | X |  |
| Emotional Effort  | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |