

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Targeted Lung Health Check (TLHC) Service Co-ordinator
<b>Reports to</b>	Admin Services Manager - Respiratory
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Respiratory/Medicine Care Group

JOB PURPOSE
<p>To provide administrative support to the Targeted Lung Health Check (TLHC) team for all patients referred into the trust following a TLHC CT scan.</p> <p>This may include collating referrals, tracking patients through clinical pathways relevant to TLHC findings, co-ordinating, scheduling and supporting the Screening Review MDT meetings (SRM) for the programme. The TLHC Service Coordinator will ensure there is effective co-operation between departments, care groups and sites involved in the care of those known to the TLHC team.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Co-ordinator will be based in the Respiratory department and will provide administrative support to the Targeted Lung Health Check team.</p> <p>The post holder will support TLHC RDUH team by acting as a central co-ordination point.</p> <p>The post holder will fulfil all administration tasks and work as part of a team.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• Being responsible for monitoring and tracking referrals arising from the TLHC programme, following a significant finding (either with suspected cancer or significant incidental findings), ensuring all relevant referrals are entered and tracked appropriately within Epic.</li> <li>• Supporting service improvement to streamline the patient journey and improve the quality of patient care and experience for the TLHC programme. Communicating with and receiving complex information from TLHC Consultants and nursing team, Lead Clinicians, Specialist Nurses and non-clinical staff.</li> <li>• Being responsible for the coordination, scheduling, distribution and running of the trust wide TLHC Screening Review Meeting (SRM) alongside the Clinical TLHC lead, ensuring all outcomes are assigned, distributed and completed within a timely manner.</li> <li>• Ensuring data is collected from a variety of sources, as patients pass through their referral, diagnostic and treatment pathway, to provide data that will support clinical staff in delivering quality patient care throughout the TLHC programme.</li> <li>• Assist in data collection, analysis and the production of reports when required to support the trust and regional TLHC programme so local processes and outcome data can be compared nationally.</li> </ul> <p>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.</p>

## KEY WORKING RELATIONSHIPS

Areas of Responsibility:

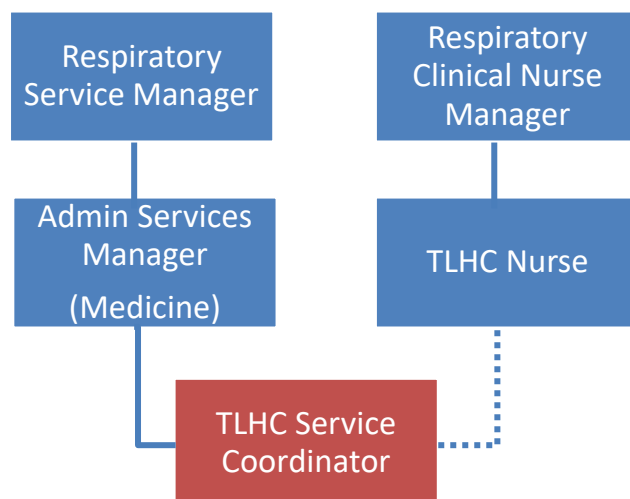
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• TLHC Nurse</li><li>• TLHC Lead clinicians</li><li>• TLHC Lead Radiologist</li><li>• Radiology teams across the trust</li><li>• Medical and nursing staff of all levels, across several disciplines across the trust</li><li>• Respiratory teams across the trust</li><li>• Lung Cancer CNS teams across the trust</li><li>• Lung Cancer &amp; Lung nodule Patient Navigators across the trust</li><li>• Cardio-Respiratory departments across the trust</li><li>• Ward &amp; Outpatient Department staff</li></ul>	<ul style="list-style-type: none"><li>• Patients and carers</li><li>• TLHC nurses across the peninsula</li><li>• TLHC Clinical leads across the Peninsula</li><li>• TLHC Admin leads across the Peninsula</li><li>• InHealth nurses and admin team</li><li>• Peninsula Cancer Alliance</li><li>• General Practitioners</li><li>• Practice nurses</li></ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

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.

## **COMMUNICATION/RELATIONSHIP SKILLS**

The post holder will be required to adhere to the organisation's standards of patient care.

The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff (both clinical and admin) within the trust and also 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 organisations where agreement and co-operation is required.

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/JUDGEMENTAL SKILLS**

The post holder is required to collate data relating to service provision, activity and performance. This information will be complicated and made up of several components which require analysis and assessment which may contain conflicting information such as complex activity trends and projections.

## **PLANNING/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.

The post holder needs to be able to plan, organise and co-ordinate detailed information from internal and external professionals, and communicate and answer queries from all disciplines. This involves organising own day to day activities, planning of both straightforward and more complex on-going tasks, together with looking to the longer-term outcomes of the programme.

## **PATIENT/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 communicate with patients in a sensitive professional manner adhering to the trust values at all times. Patient responsibilities will include arranging appointments, guiding and accompanying patients if required.

The postholder will communicate with patients within the TLHC programme to ensure they are aware of upcoming appointments, diagnostic tests/investigations and excisions and to offer practical support with the arrangements, in a sensitive manner, acknowledging that they may be anxious or distressed. Contacting and supporting patients pre-appointment to reduce the risk of 'Did not attend'.

They will act as a single point of contact for patients, carers and the healthcare team, supporting the delivery of a seamless, high quality and efficient service for patients.

## **POLICY/SERVICE DEVELOPMENT**

Participate in policy and service development, alongside the TLHC team.

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

## **FINANCIAL/PHYSICAL RESOURCES**

The postholder will 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.

## **HUMAN RESOURCES**

The postholder will maintain and update own training relevant to the post and take an active part in the development review of own work suggesting areas for learning and development in the coming year.

The postholder will provide advice or demonstrate own activities or workplace routines to new or less experienced employees in own work area.

## **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.

Comply with Trust's IT Policy & SOPs

## **RESEARCH AND DEVELOPMENT**

The postholder will comply with Trust requirements and undertake surveys as necessary to own work. They will assist in data collection, analysis and the production of reports when required for the TLHC Team, operational teams, regional TLHC audit programmes and service agreements to meet the Trust's statutory requirements for the programme.

## **PHYSICAL SKILLS**

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

## **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 a frequent or occasional basis for several short periods or several long 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**

Use display screen equipment for substantial proportion of 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.

## **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

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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	
RSA III or equivalent level of skill gained through experience or alternative qualification	E	
Additional relevant co-ordination knowledge acquired through further experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
Ability to manage own workload	E	
Computer literacy with good understanding of computer packages e.g. word / excel, and knowledge of confidentiality, information governance and data security, demonstrated by ECDL or equivalent experience.	E	
Working knowledge of medical terminology		D
<b>EXPERIENCE</b>		
Significant clerical/administrative experience	E	
Previous NHS/Social Services experience		D
Experience of working in a busy environment that requires flexibility	E	
Experience of using different communication methods and styles with a range of people	E	
<b>PERSONAL ATTRIBUTES</b>		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work autonomously as well as part of a team	E	

Based on JE ref: A&C generic 7.

Band 4 Co-ordinator Job Description  
March 2014 v2  
Updated Nov 18  
Updated February 2023  
Checked by JE team January 2025

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
Ability to solve problems and make decisions under pressure	E	
Exhibits high levels of integrity, courtesy and respect to others	E	
Ability to deal with sensitive and confidential information in a tactful, sensitive and diplomatic way	E	
Ability to retrieve information from a wide range of sources	E	
Conscientious, self-motivated and enthusiastic	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	
Understands and demonstrates behaviours which value equality, diversity and meets trust values.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	Y	X			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y		X		