JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Service Co-ordinator for Heart Failure Team |
| **Reports to** | Clinical Service Lead |
| **Band** | 4 |
| **Department/Directorate** | Cardiology, Medical Directorate |

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| **JOB PURPOSE** |
| * To provide comprehensive operational management support to the Service Lead with the aim of ensuring the efficient and effective running of the service. This includes taking an active role with the Service Lead in the change and development of the service. The role also includes the co-ordination of recruitment, management of the Health Roster, resolving staffing issues and maintaining information systems to support the operational performance for Heart Failure. * The post will be responsible for the day to day management, mentoring, support and performance monitoring of members of the Administration team. This post will ensure that the Administration team provide a professional, comprehensive, efficient, accurate and timely service. * Ensure the professional image of the Trust is maintained at all times. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To supervise the successful continuity of the service on a daily basis. * Liaise with Outpatient Management and third party providers to negotiate and secure all Heart Failure clinics across the community hospitals, to meet the needs of the service. * Respond to and manage any concerns or complaints to the service, with a view to seeking resolution and escalating where appropriate. To ensure the provision of information to support an investigation and monitoring of any complaints**.** * Lead on developing administration processes within the service to meet the demands of expansion. * Management of administration staff workloads. * To manage the Health Roster and ensure all information is recorded accurately, recording all absences and making provision for adequate service cover. * To set up and maintain accurate and effective systems and maintain health records and patient files in line with Trust Health Records Policy. * Liaise with the Senior Leadership Team, Senior Nursing Team, Consultants, Administration Teams and the wider healthcare community, external organisations and the public. * Ensure all information is secure and patient confidentiality is maintained at all times**.** |
| **KEY WORKING RELATIONSHIPS** |
| Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Senior Management teams * Trust Executive members * Non-Executive Directors * Administrative Services Manager * Divisional Management team * Members of the multi-professional clinical team/Specialist Nurses * Administration and secretarial teams across the Trust * Administrative and Clerical staff within area of responsibility | * External NHS organisations * External organisations/providers | |  |  | |  |  | |  |  | |
| **ORGANISATIONAL CHART** |
| Cluster Manager  Administration Services Manager  Lead Nurse for Heart Failure and Cardiac Rehabilitation Services  Administration Line Manager  Operational Service Coordinator  Booking Clerk/ Administrative Assistant  Service Administrators |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Respond to and manage any complex concerns or complaints with a view to seeking resolution. Post holder must have the ability to problem solve and demonstrate diplomacy during these conversations. Advise patients of the PALS Service and if necessary the complaints procedure. Issues should be escalated to the Service Lead where appropriate. * Execute action plans in response to patient complaints or other incidents within the team. * Work with the Service Lead and Senior Management team to develop robust lines of communication with all staff groups and patients within the Division, considering a variety of engagement methods. * Negotiate and secure all clinic spaces with Outpatient Management and external facilities. * Regularly participate in Service and Departmental meetings. * Foster a positive, motivational and supportive culture, conducive to the effective delivery of administration services. * To ensure all day to day correspondence within the service is dealt with appropriately. Proactively monitoring and managing all email communication in line with the RDUH Email Best Practice guidance. * Make and receive telephone calls both external and internal according to Trust standards, requiring the use of tact, diplomacy and empathy in situations that could be complex or sensitive. * Provide excellent customer care which will include communication with distressed and anxious patients and relatives, treating them with tact and empathy. * Organise and/or support meetings through effective communication. * Build effective relationships with senior clinical and nursing staff, other clinical staff, administrative staff and Trust management. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Contribute to the audit and evaluation of the service through collation and analysis of data, creation of reports and identifying key points for consideration. Interpret data from reports and compare available options. * Instigate changes to the Trust IT system to benefit the service needs and improve efficiency. * Problem solving skills and ability to analyse where processes have failed and implement new processes. * Make judgements on a variety of staffing and administrative problems. |
| **PLANNING**/**ORGANISATIONAL SKILLS** |
| * Take an active role, alongside the Service Lead, with plans for the continual change and development of the service. * Manage staffing across the service during episodes of shortages and create rotas, especially with unplanned absences. The aim is to maintain patient safety and the smooth running of the service. * To ensure all requests and requirements are actioned appropriately in the Service Lead’s absence. * Organise meetings with a range of clinical and non-clinical staff to formulate service changes- including compiling agendas, sourcing of suitable venues, times and equipment and minute taking. * Manage the electronic diaries of all clinicians, ensuring all appointments, absences and meetings are accurately recorded. Supervise the day to day scheduling of all clinical appointments, ensuring all clinics are not overbooked and clinicians have sufficient time to complete their documentation**.** * Co-ordinate the fortnightly MDT lists and nurse meetings. * Take a key role in recruitment and selection of Administration staff, ensuring key documents are accurate and up to date, responding to queries from managers, potential applicants and Recruitment. * Completing probationary reviews, ensuring processes are followed correctly and recorded accurately. * Use of own initiative and the ability to work autonomously. * The post holder will be required to facilitate and support new starters to carry out their role. * The post holder will understand the limitations of the role and how to access support. * The post holder will be expected to carry out any other duties as required, commensurate with their pay band. |
| **PATIENT/CLIENT CARE** |
| * The post holder will have direct contact with patients and must provide excellent customer care, which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy. * Provide general non-clinical advice, informing patients of new initiatives/ clinics and legislation. * Clinical support to heart failure specialist nurses as required |
| **POLICY/SERVICE DEVELOPMENT** |
| * Actively contribute to specific service improvement initiatives within the team. Support the development, management and implementation of project plans for service delivery where applicable. * Identify efficiency improvements within the service and where necessary propose and implement changes. * Regularly review processes to ensure accuracy and efficiency and that patient pathways are adhered to. * Contribute to audits regarding departmental procedures. * Support the Service Lead by ensuring that Trust policies, including new and revised policies, are implemented and followed. * Ensure the Trust database is accurate for all mandatory and job specific training, for both administration and clinical staff. Responsibility for arranging training sessions and ensuring staff are aware when training/registrations expire. * Undertake own training as required to maintain competency and comply with Trust policies. * Work within Trust policies – including those for Confidentiality, Data Protection, Health and Safety Fire Protection, and Annual Appraisals. * Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures. * Have a flexible approach to working hours to meet the demands of the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Authorised signatory for procurement of equipment and supplies within a discreet budget. * Monitor and order all PPE and office supplies for the service, ensuring this is managed efficiently and cost effectively in line with the needs of the service and the budget. * Contribution to the delivery of Cost Improvement Program as required by the Division and the Trust. * Work with the Service Lead to manage staffing during episodes of shortages, especially with unplanned absences. The aim is to maintain patient safety and the operational continuity of the service. * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas. |
| **HUMAN RESOURCES** |
| * Support the Service Lead with the implementation of Human Resources policies, for example grievances, performance management and disciplinary investigations for all Clinical and Administration staff. * Over-see the implementation of mandatory training, appraisals and all relevant Trust policies, ensuring information is recorded accurately and in a timely manner. * Day to day management of annual leave and sickness absence for all clinical and admin staff, ensuring all information is recorded according to Trust policies and in a timely manner. * Responsibility for the line management of the administration staff within the service, to include providing day to day supervision, mentoring, support and performance monitoring. This also includes allocating and checking of work and resolving staffing issues. * To undertake return to work interviews, absence management monitoring and to undertake PDR’s for administration members within the service. * Formal performance management of the administration staff such as objective setting and monitoring KPI’s with accurate documentation. * Robust and effective recruitment of administrative staff to meet service needs. * Provide in house training for new administration staff members and to be a point of contact for new clinical staff. * Provide an effective link between staff and Trust management, cascading information as appropriate and briefing the Service Lead and management on relevant issues. * Engendering a learning organisation; sharing expertise across the Trust and ensuring team members complete required and essential (mandatory) learning as required. |
| **INFORMATION RESOURCES** |
| * Instigate changes to the Trust IT system to benefit the service needs and improve efficiency. * Responsible for ensuring that internal databases and systems are maintained and updated regularly. |
| **RESEARCH AND DEVELOPMENT** |
| * To complete audits and surveys as and when directed by the Service Lead. |
| **PHYSICAL SKILLS** |
| * Good Keyboard skills, demonstrating accuracy in documentation. * Regularly use multiple IT packages as required within the department. These include advanced knowledge of rostering systems, template building on EPIC, ESR and all Microsoft applications. * Excellent telephone manner, demonstrating tact, negotiation and empathy where required. |
| **PHYSICAL EFFORT** |
| * A combination of sitting, standing and walking, with little requirement for physical effort. |
| **MENTAL EFFORT** |
| * Frequent requirement for concentration, with competing demands for attention. |
| **EMOTIONAL EFFORT** |
| * The ability to liaise with anxious and distressed patients and relatives. |
| **WORKING CONDITIONS** |
| * Exposure to unpleasant working conditions is rare. |
| **OTHER RESPONSIBILITIES** |
| * Take part in regular performance appraisals. * 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. |
| **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.  T*his i* |

PERSON SPECIFICATION

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| **Job Title** | Service Coordinator |
| **Band** | 4 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / 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  ILM Level 3 in Team Leading or equivalent  Typing qualification or equivalent experience  Electronic Patient Record (MY CARE) or commitment to complete | **E**  **E**  **E** | **D**  **D** |
| **KNOWLEDGE / SKILLS:**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  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  Understanding of hospital IT systems  Knowledge of MY CARE or equivalent information system  Analytical skills & ability to problem solve  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Proven ability to motivate staff and encourage team work  Ability to coach and mentor others  Ability to effectively supervise staff on a day to day basis  Ability to engage and influence staff within their area of responsibility  Knowledge of PDR process  Ability to deal with members of a multi-disciplinary team  Ability to co-ordinate complex diary management  Good decision making skills | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D**  **D** |
| **EXPERIENCE:**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff | **E**  **E** | **D** |
| **PERSONAL ATTRIBUTES:**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Good work ethic | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |  |
| **OTHER REQUIREMENTS** |  |  |

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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 |  |  |  |  |
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| **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 |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving |  |  | Y |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | Y |  |  |
| Mental Effort | Y |  |  |  | Y |
| Emotional Effort | Y |  |  |  | Y |
| Working in isolation |  | Y |  |  |  |
| Challenging behaviour | Y |  | Y |  |  |