



JOB DESCRIPTION

Job Title:	Co-ordinator Urgent Care (Rapid Intervention Centre)
Band:	4 (Subject to formal matching, the band is confirmed but there may need to be some revision to the JD required in the future)
Responsible To:	Urgent Care Team Leader
Accountable To:	Rapid Intervention Centre Manager
Section/Department/Directorate:	Rapid Intervention Centre, Health & Social Care

Job Purpose:

To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive co-ordination service for rapid response.

Responsible for own workload which may include financial and personnel administration, dealing with all disciplines including care providers and multi-disciplinary teams. Will be required to supervise and allocate work to staff in lower bands.

Responsible for the coordination of Rapid Response services Northern wide. To ensure the delivery of a safe, high quality service that supports individual's in crisis to prevent avoidable hospital admission and Care Home admission.

Responsible for taking referrals over the phone in a consistent manner, gathering information required and ensuring the referrals are activated within the specified response time. Responsible for completing detailed Rapid Response referrals on CF6 and recording of statistical information. This involves inputting data, storing and providing information, modifying, maintaining and analysing information together with working within team and line manager to bring about system changes.

Responsible for being the point of contact for lone working for Rapid Response Support Workers and out of normal working hours being the point of contact for staff sickness; working in line with Northern Devon Healthcare Trust's policies and procedures.

High level knowledge and experience working with rotas and ensuring all Rapid Response cases are rostered accurately. Ability to use own initiative and problem solve to cover the rota at short notice in periods of staff absence.

Responsible for liaising with all teams/agencies involved with a Rapid Response case including GP's, Care services, Community Teams, voluntary sector, Social Care to provide the most appropriate care for the individual this includes spot purchasing Care Home placements (including step up / step down), day visits and night sits.

To have exceptional interpersonal skills and actively maintain positive working relationships with colleagues, wider community teams and those outside of the organisation.

Responsible for interrogating IT systems i.e. CF6, ComPAS for case related information and ensuring this is added to the referral information and communicated to all involved.

Responsible for ensuring less complex/urgent referrals are forwarded to appropriate teams i.e. Social Care, Community Nursing Teams. This involves planning of both straight forward and more complex on-going referrals.

To work with a wide range of information – handling requirements on behalf of two or more agencies i.e. Northern Devon Healthcare Trust, Adult & Community Services.

To have exceptional organisational and planning skills. To meet targets/objectives as agreed by the service manager.

To have high level knowledge and command of IT systems i.e. CF6, typing skills and Microsoft Office including Word, Excel and Outlook.

Responsible for monitoring emails including the generic email box and actioning where necessary.

Responsible for maintaining accurate and concise; records both electronic and written.

To work flexibly across the Rapid Intervention Centre and adapt to changes.

Context:

The Co-ordinator will be based in the Rapid Intervention Centre and will provide business support to the team.

The post holder will support Health and Social Care staff in optimising patient flow, acting as a central co-ordination point for local Rapid Response activity. The post holder will be responsible for a high quality customer service function in recording contact information, supporting the initial prioritisation of contracts, subsequent feedback and ongoing liaison with referrers and relevant others within the specified response time.

The post holder will fulfil all administration 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 administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.

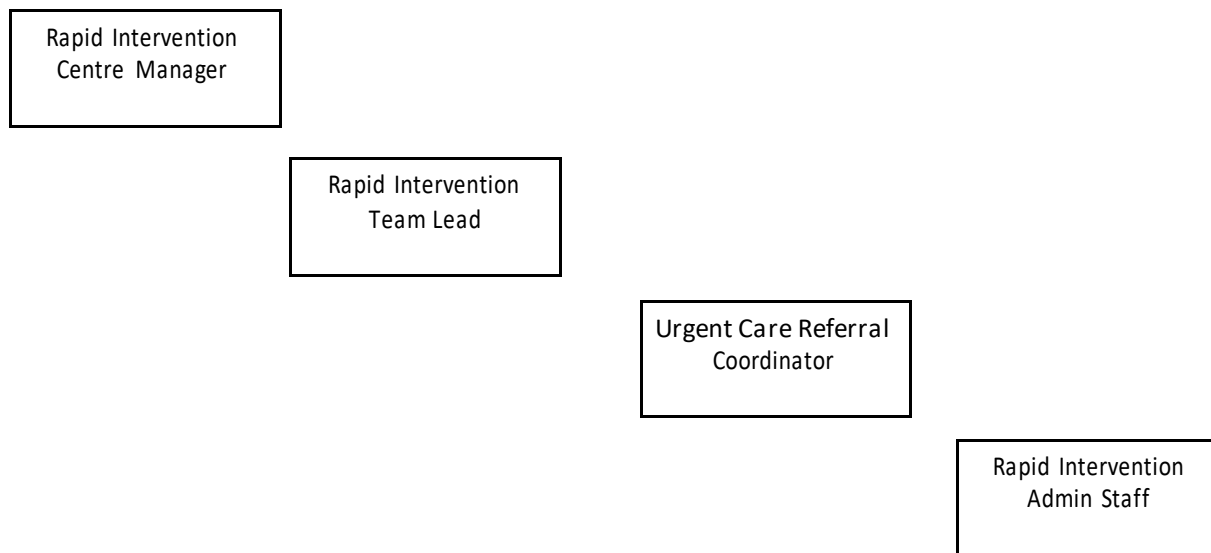
Key Working Relationships:

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.

To work collaboratively with:	Frequent	As Required
Community Services Managers	√	
Care Service Proprietors	√	
Community Therapy	√	
Community Nursing	√	

Community Matrons	√	
Health and Social Care coordinators	√	
NDDH – wards and managers	√	
Adult Community Services, including EDT	√	
GPs and other practice staff	√	
Devon Doctors		√
South West Ambulance Foundation Trust	√	
Other specialist services		√
Relatives and carers	√	
Voluntary agencies		√

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities:

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 cooperation 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.

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/dients 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

Responsible for the day to day supervision and coordination of staff within the service.

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.

The post holder may be required to exert light physical effort (loads of not more than 5kg) on an occasional basis for short 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

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 The Trust's 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 postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

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 process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty 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.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 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 and practice of safeguarding applies to adults, in line with The Care Act 2014, in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect.

The worker’s line manager should be 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 Northern Devon Healthcare Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of adults, at risk of abuse / neglect, and children and young people ensuring that they are protected from harm.

Northern Devon Healthcare Trust ensures that the Trusts Safeguarding Children Policy, Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

JOB DESCRIPTION AGREEMENT

Job holder’s Signature:

Date:

Manager’s Signature:

Date:

PERSON SPECIFICATION

Each element of the person specification must relate to the work set out in the job description. The person specification should make very clear the minimum level of knowledge, skills and experience required.

POST : Coordinator (H&SC)

REQUIREMENTS	E/D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS / SPECIAL TRAINING :</u>				
Good Standard of Education	E	Application Form		
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	Application Form/Skills Test		
RSA III or equivalent level of skill gained through experience or alternative qualification	E	Application Form		
Relevant IT qualification specific to post i.e ECDL	E	Application Form		
Additional relevant co-ordination knowledge acquired through further experience	E			
<u>KNOWLEDGE/SKILLS:</u>				
Effective interpersonal, organisational and communication skills	E	Interview		
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E	Application Form/Skills Test Interview		
Advanced IT/Keyboard skills, IT literate	E	Interview		
Medical Terminology	D	Application Form		
Knowledge of Adult & Community CareFirst Systems	D	Interview		
<u>EXPERIENCE:</u>				
Significant clerical/administrative	E	Application Form		

experience within customer care environment or similar				
Experience of supervising staff	D	Application Form		
Previous NHS/Social Services experience	D	Application Form		
<u>PERSONAL REQUIREMENTS:</u>				
Reliability and flexibility, able to contribute to changing demands of the service.	E	Interview		
Willing to undertake training relevant to the post.	E	Interview		
Ability to work independently, within a team	E	Interview		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	E	Interview		

* Essential/Desirable

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