

JOB DESCRIPTION

Job Title:	Cancer MDT Co-ordinator (Cancer Services)
Band:	4
Responsible To:	Administrative Line Manager
Accountable To:	Administrative Service Manager
Section/Department/ Directorate:	Cancer Services/Operational Division

Job Purpose:

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

Responsible for own workload which may include financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi-disciplinary teams.

Context:

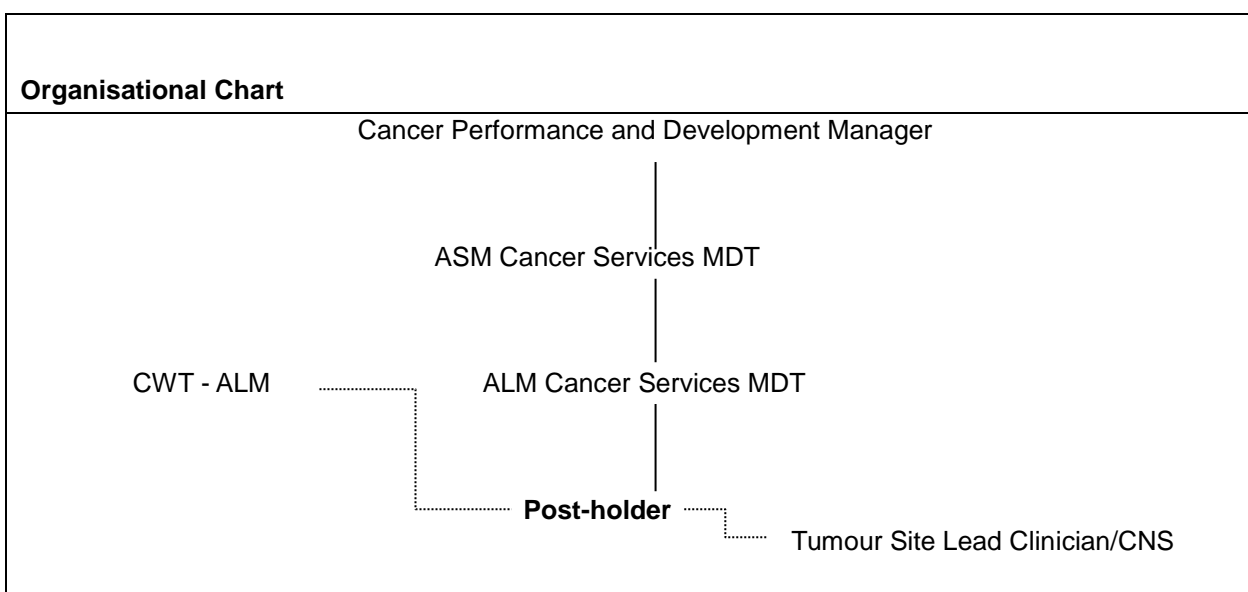
The Cancer MDT Co-ordinator will be based in Exeter and will provide business support to the Cancer Services Management Team.

The post holder will support Cancer Services staff in optimising patient flow, acting as a central co-ordination point for local multi-disciplinary 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 on-going 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.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community and external organisations.



Key Result Areas/Principal Duties and Responsibilities:

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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. Dealing effectively with staff at all levels across a wide range of organisations and a variety of individuals, communicating in a tactful and sensitive manner, respecting confidentiality at all times.

The post holder may also be expected to participate in consultation with relevant staff regarding changes to an 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/performance targets.

The post holder will organise own day to day activities and tasks and allocate work to staff in lower bands as appropriate.

The post holder needs to be able to co-ordinate detailed cancer referrals from other departments/partner agencies. Communicate and answer queries from all disciplines. This involves organising own day to day activities, planning of both straightforward and more complex patient pathways, together with looking into the longer-term plan of care.

Physical Skills

Advanced Keyboard skills to operate a range of computer software, including Microsoft Office.

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.

Contact with clients is regular.

Provides non-medical information and advice.

Provision of programmes of care as required.

Responsibility for Policy and Service Development

Participate in policy and service development.

Follows Trust policies, makes comments on proposals and proposes changes to working practices for own and other areas.

Implements administration policies/best practice.

Responsibility for Financial and Physical

Delegated responsibility for available Financial and Physical Resources.

Maintaining stock.

Responsibility for Human Resources

Demonstrates duties to new starters, may be required to allocate and check work of other administrative staff.

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

Recording relevant information from clinical discussion to create MDT Outcomes.

Modifying, maintaining and analysing patient information to update Cancer pathways within the electronic patient record in accordance with National Cancer Waiting Times Guidance and Trust Cancer policies and procedures. Sources of data include MDT Outcomes, clinical reports and letters, assessments, referrals etc

The post holder is responsible for the quality (accuracy and completeness) of data they record while undertaking this role.

Responsibility for Research and Development

Must comply with Trust's requirement in respect of research governance.

Decision Making

To work within Trust policies and procedures.

Uses initiative to deal with routine matters and complex queries.

Organises own workload on a day to day basis.

Refers to Line Manager when required.

Physical Effort

This may require long periods in front of a computer.

Visual display unit user.

Manual handling loads of not more than 5kg including equipment.

Mental Effort

Unpredictable work pattern – work is interrupted to deal with queries on a range of matters.

Concentration required for data entry.

Undertaking a range of duties covering other Cancer sites during sickness, absences and annual leave.

Emotional Effort

Exposed to emotionally distressing & traumatic information & situations involving patient diagnosis, treatment & care of cancer, when recording patients pathways. It has potential to be happening every week.

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 Trust 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 post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together 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 of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is 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 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.

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.

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation 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.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Cancer MDT Co-ordinator (Cancer Services)

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 NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience RSA III or equivalent level of skill gained through experience or alternative qualification Relevant IT qualification specific to post i.e ECDL Understanding Cancer E-learning Certificates	E E E E D	Application Form Application Form/Interview Application Form Application Form Application Form		
<u>KNOWLEDGE/SKILLS</u> Knowledge of PAS/PATH/CRIS/SCR hospital computer systems. Effective interpersonal, organisational and communication skills Ability to manage own workload and to supervise the workload of others, ability to delegate tasks Advanced IT/Keyboard skills, IT literate Medical Terminology	E E E E E	Application Form Interview/Skills test Application Form/Skills Test Interview Interview/Skills test Application Form		
<u>EXPERIENCE:</u> Significant clerical/administrative experience within	E	Application Form		

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customer care environment or similar				
Previous NHS/Social Services experience	D	Application Form		
Cash management (if applicable to post)	E	Application Form		
<u>PERSONAL REQUIREMENTS:</u>				
Reliability and flexibility, able to contribute to changing demands of the service.	E	Application form/ Interview		
Willing to undertake training relevant to the post.	E	Interview		
Ability to work independently, within a team	E	Interview		
Ability to demonstrate Trust values whilst maintaining confidentiality.	E	Application form/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	x	Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	