

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Urgent Care Coordinator |
| **Reports to** | SPOA Team Leader |
| **Band** | 4 |
| **Department/Directorate** | Single Point of Access, Health & Social Care |

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| **JOB PURPOSE** |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive co-ordination service.  Responsible for own workload which may include financial and personnel administration, dealing with all disciplines including care providers and multi-disciplinary teams. We be required to supervise and allocate work to staff in lower bands.  Provides the coordination for Single Point of Access across North Devon. To ensure the delivery of a safe, high quality service that supports individual’s in crisis to prevent avoidable hospital admission and to support hospital discharge pathways.  Responsible for processing Pathway 1,2,3 referrals for supported discharged within the specified response time.  Responsible for processing Admission Avoidance referrals over the phone in a consistent manner, gathering information required and signposting to appropriate onward services.  Responsible for 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 liaising with all teams, wards, and agencies involved with Single Point of Access referrals, including GPs, Community Teams, Hospital Discharge Teams, UCR and Social Care.  High level knowledge and experience working with rosters and ensuring all Response and Recovery care visits are rostered accurately. Ability to use own initiative and problem solve to cover the roster at short notice in periods of staff absence.  Providing support and assistance to Response and Recovery Support Workers, including being a contact when they are lone working and working outside of normal working hours, working in line with Royal Devon University Healthcare Trust.  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. EPIC, CareFirst 6 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 and actions are signposted to the appropriate teams i.e. Social Care, Community Teams including Nursing.  To work with a wide range of information – handling requirements on behalf of two or more agencies i.e Royal Devon University Healthcare Trust, Adult Social Care.  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. EPIC, CareFirst 6, typing skills, Microsoft Office including Word, Excel, and Outlook.  Responsible for monitoring emails especially within the generic email box and actioning as necessary.  Responsible for maintaining accurate and concise; records both electronic and written.  To work flexibly across Single Point of Access and adapt to changes. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Co-ordinator will be based in the Single Point of Access office 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 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 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.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Community Service Managers * Community Therapy | * Care Service Proprietors * GPs and other practice staff | | * Community Nursing | * SWAST | | * Community Matrons * Health & Social Care coordinators | * Other specialist services * Relatives and carers | | * Ward staff/Managers * Out of Hours Medical cover * UCR | * Voluntary agencies | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The postholder would be expected to be guided by operational procedures, manage workload unsupervised and best decide how results are achieved, from interpreting broad policies. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisation’s 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 co-operation 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/JUDGEMENTAL 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/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. |
| **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 have regular contact with patients/clients 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. |
| **POLICY/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. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| 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. |
| **HUMAN RESOURCES** |
| Responsible for the day to day supervision and coordination of staff within the services.  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. |
| **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. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **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 occasional basis for several 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. |
| **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. |
| **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. |

PERSON SPECIFICATION

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| **Job Title** | Urgent Care Coordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  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  Additional relevant co-ordination knowledge acquired through further experience | E  E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  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  Knowledge of Adult & Community Services CareFirst Systems | E  E  E | D  D |
| **EXPERIENCE**  Significant clerical/administrative experience within customer care environment or similar  Experience of supervising staff  Previous NHS/Social Services experience  Cash management (if applicable to post) | E  E | D  D |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | 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 |  |  |  |  |
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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 | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  | **** |  |  |
| Emotional Effort | Y |  | **** |  |  |
| Working in isolation | Y |  | **** |  |  |
| Challenging behaviour | Y |  |  |  |  |