

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Team Leader/Service Coordinator – Cancer Services Ward Areas |
| **Reports to** | Administrative Line Manager/Admin Services Manager |
| **Band** | 4 AfC Pay scale |
| **Department/Directorate** | Cancer Services |

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| **JOB PURPOSE** |
| The post holder is responsible for the day to day supervision and leadership of the patient facing administrative staff at the RDUH(Eastern), supporting the team with training and development and providing guidance and direction.  Working collaboratively with clinical staff to ensure the smooth running of the service in changing and sometimes challenging circumstances, whilst remaining calm and focused. This includes coordinating Systemic Anti-Cancer Treatment (SACT) delivery alongside the Clinical Nurse Managers and Lead SACT Nurse, supporting as needed.  Providing excellent customer care is essential as there may be times where the post holder will need to communicate with distressed and anxious patients and relatives. **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * This person will be the first point of contact within Admin for senior clinical staff across the Cancer Services ward areas, liaising with the Administrative Line Manager, Administrative Services Manager and other members of the admin team as appropriate. They will be required to use their own initiative and work without supervision. * Excellent planning, negotiating and organisational skills are a must to proactively provide adequate staffing cover and resolve any admin issues that arise. * Responsible for ensuring all documentation is up-to-date and produced to an excellent standard. * Ensure all information is secure, and confidentiality of information is maintained at all times. * Ensure the professional image of the Trust is maintained at all times. * Contribute to the NHS service improvement – CARE Objectives 2022-27 and to work as part of the team in developing processes within the department to meet the demands of a growing service & recovery. * To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews and monthly 121’s for both self and the team and ensure these are up to date. * Coordination of SACT, to include Healthcare at Home and Boots Nominated Pharmacy provision. |
| **KEY WORKING RELATIONSHIPS** |
| No. of Staff reporting to this role: 12-15    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 have contact with patients and their families and occasionally 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** | | * Senior and Divisional Management | * Patients and their family members | | * Clinical Leads and Consultants * Clinical Nurse Managers * Lead SACT Nurse * Clinical Matron for Cancer & Lead Cancer Nurse | * Counselling teams * FORCE and ELF * Other external organisations | | * Cluster Manager * Administrative Services Manager |  | | * Administrative Team Leader * Finance/IT * Junior Doctors, Specialist Nurses and other members of the medical and multidisciplinary teams * HR, Digital and Procurement * Other Trust employees |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Use own initiative to prioritise daily workload of self and team to meet the changing demands of the service. * Escalate more complex queries to Admin Line Manager and/or Clinical team, managing the patient’s expectations by providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own and team’s knowledge, skills and abilities as a result. * Liaise closely with service administrators (medical secretary) and provide specialist knowledge where necessary. * Have a flexible approach to working hours to meet the demands of the service. * Understand the limitations of the role and how to access support. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Communicate clearly, effectively and compassionately with the multidisciplinary team, patients and their family, visitors or carers, in line with the Trust’s values. * Manage and answer telephone calls related to the service in a courteous and prompt manner, taking telephone messages and passing on written or verbal information to patients. Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover. * Receive and respond to email queries in line with Trust’s Email Best Practice guidance, monitoring, managing and triaging email correspondence to generic inboxes and pools within EPIC for the speciality within agreed timescales. * Prepare and process patient correspondence and other non-clinical documentation. * Maintain direct contact with clinicians and senior managers to ensure services run smoothly with maximum capacity and appropriate bookings. * Make and receive telephone calls both external and internal according to Trust standards * Provide excellent customer care, in a calm and professional manner – some situations may be challenging. Challenging behaviour from patients or relatives, distressed patients, language barriers e.g. where English is not a first language. * Show empathy when speaking with patients, adapting to the needs of the patient, remaining calm at all times, even when faced with challenging behaviour, and knowing that any concerns can be escalated to the management team to take forward. * Communicate complex information and provide support to both clinical and administrative staff to resolve and correct patient issues. There may be barriers to understanding complex patient pathways. * The post holder may need to negotiate with consultants and other teams to organise additional clinics or sessions to provide the best service to patients. * Supervisory and leadership skills – leading, coaching, training and mentoring the team to provide an outstanding level of customer service |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Lead the administration team in the delivery of a high-quality service. * Respond to administrative requests from service users and escalate any issues to the Management Team if appropriate. * Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines. * Respond to complaints where appropriate, escalating to the Line Manager if unable to resolve. * Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team. * Act as a point of contact for the department or specialty, dealing with queries and passing on relevant information to appropriate team members as required. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Create and manage both Ward Administrator and Welcome Clerk rotas, ensuring all areas are covered at all times, arranging cross cover where necessary. This will involve the successful candidate covering areas where there are gaps. * Assist in the recruitment of new members of the team, creating robust training plans for new team members * Create and manage a robust cross-cover training plan for both Ward Administrators and Welcome Clerks so that all team members can rotate through the different wards/areas * Organise and/or support meetings through effective communication. * Contact patients whose appointments need to be changed and advise all relevant persons of the alterations. |
| **PATIENT/CLIENT CARE** |
| * Responsibility to put the patient as the first priority at the centre of all activities. * There will be direct contact with patients on a daily basis. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Work with the administration and wider teams to identify, plan and implement service improvements * Participate in team and directorate meetings as required * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To assist in the management of delegated budgets. * To monitor the use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service. * To have a personal duty of care in relation to equipment and resources used within the department. * To compile monthly reports for payroll. * To implement the authorisation of refunds if required as part of the day to day role. * To place procurement orders as required. * To raise invoice requests * To ensure the Business Continuity Access equipment is checked on a weekly basis |
| **HUMAN RESOURCES** |
| * To provide day to day management of the administration services for Cancer Services Ward Areas, mentoring, supporting and performance monitoring, including allocating and checking work, authorising annual leave and resolving simple staffing issues. * To carry out return to work interviews and absence management monitoring with the support of the Line Manager, as required. * To carry out PDR’s and regular, monthly 121’s for team members overseen by this post with the support of the Line Manager, as required. * Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required. * To ensure adequate cover is in place during periods of leave and absence. * To support recruitment campaigns by undertaking or assisting the Line Manager in shortlisting of and interviewing candidates. * To act as a role model for continual learning |
| **INFORMATION RESOURCES** |
| * Use multiple computer systems as required within the department such as EPIC, ChemoCare, NHS E-referrals, CRIS (not an exhaustive list). * Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy. * Maintain Electronic Patient System (EPIC) and patient records in line with Trust Health Records Policy. |
| **RESEARCH AND DEVELOPMENT** |
| * To participate in or contribute to audits within the department as required |
| **PHYSICAL SKILLS** |
| * Strong working knowledge of Microsoft programmes, especially Excel. * To regularly use a range of IT packages to fulfil job requirements. * To have a broad knowledge of the Trust’s Division Wide IT Systems including access control. * To maintain department equipment as required |
| **PHYSICAL EFFORT** |
| * Regular VDU use * Occasional need to move stock (such as stationery) |
| **MENTAL EFFORT** |
| * Frequent requirement for concentration when compiling data and information, or booking complex patient appointments. |
| **EMOTIONAL EFFORT** |
| * By its very nature Cancer Services will mean frequent exposure to distressed and/or aggressive patients, both face to face and by telephone * Exposure to terminally ill patients * As leader of the administrative team within the wards, you will also come across challenging behaviour and will sometimes need to emotionally support your team in both work and personal circumstances. You will, of course, have the full support of your Admin Line Manager and Admin Services Manager. |
| **WORKING CONDITIONS** |
| * Prolonged periods of VDU use |
| **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. |
| **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. |
| **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. |

PERSON SPECIFICATION

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| **Job Title** | Service Coordinator – Cancer Services Ward Areas |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  5 x GCSE Grade A-C or equivalent including English and Mathematics.  EDCL or Advanced computer skills qualification or evidence of proficiency in the use of Microsoft programmes and bespoke IT systems.  NVQ Level 3 in business administration or equivalent qualification /experience. | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Able to work quickly, methodically and accurately with attention to detail.  Ability to work on own initiative.  Excellent planning and organisational skills.  Ability to remain calm and professional in a busy environment.  Excellent interpersonal and communication skills.  Ability to promote good working liaisons between staff and external providers.  Proven ability to motivate staff and encourage team work.  Excellent telephone manner.  Able to demonstrate knowledge and ability to use Microsoft Programmes and specialised IT systems. | E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Previous experience in a customer service focused role  Previous administrative experience  Experience of Line Management  Experience of working with bespoke computer systems  Experience of change management and implementation of new systems and processes. | E  E  E | D  D |
| **PERSONAL ATTRIBUTES**  Ability to work as part of a team.  Proven experience of adaptability in the workplace.  Adhere to data protection and confidentiality requirements.  Enthusiastic, highly motivated and committed to developing a service.  Able to communicate in a courteous, professional and timely manner at all times. | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Able to remain flexible to the day to day needs of the service.  Ability to work under pressure.  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  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 | Y |  |  |  | ✓ |
| 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 | N |  |  |  |  |
| Challenging behaviour | Y |  |  | ✓ |  |