**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title**: **Research Co-ordinator**

**Band: 4**

**Reports to: Office/Systems manager**

**Department/Division: Trauma and Orthopaedics**

**2. JOB PURPOSE**

* Support the reporting, analysis and project needs of Hip Research team. Lead on some research projects as required under the supervision of the Hip Research Manager.
* Oversee the management of the cohort studies.
* Use multiple computer systems, including EPIC, Excel (to include specific hospital databases) and MS Office in input data.
* Assist with running the InfoHip (standalone) database.
* Liaise with the software engineer for InfoHip.
* Work with the software engineer to make necessary changes.
* Co-ordinate research meetings.

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**3. KEY WORKING RELATIONS (Examples below are not exhaustive)**

* Administration Line Manager
* Administration Services Manager
* Consultants, Specialist nurses and other members of the medical and multi-disciplinary clinical team.
* Administration team within the department and across the trust.
* Patients, relatives and the general public.
* Cluster managers and cluster support managers.
* External NHS organisations and other providers.

**4. DIMENSIONS**

**The Hip Research Unit, based at the Princess Elizabeth Orthopaedic Centre (PEOC), is the administrative support service for research activity carried out by the PEOC Hip Team.**

* There may be a requirement in some operational areas to supervise one or more staff members. If this is the case this post will include checking of work, authorising annual leave, resolving simple staffing issues, assisting in PDR delivery, supporting with recruitment and ‘return to work’ interviews following staff sickness.
* Support the reporting, analysis and project needs of the Hip Research Team. Lead on some research projects as required under the supervision of the Hip Research manager.
* Co-ordinate and take the minutes at the research meetings (some flexibility needed).
* Manage the weekly back up of all hip research data.
* Contact patients to complete proformas or contact G. P’s/other hospitals and agencies as required to check patient status if patient does not attend clinic or complete proformas.
* Arrange for patient review and X-rays when necessary and ensure complete follow-up is maintained.
* Keep a register of all Exeter papers as they are published.
* Co-ordinate MDT meetings when necessary
* Update, amalgamate and validate data on spreadsheets and databases.
* Manage everyday enquiries from patients, G.P.’s staff etc. and liaise with the clinicians as necessary.
* Have a thorough understanding of the function of the Unit and be able to explain this to those who enquire, passing on to the clinical team or manager when appropriate.
* Audit, validate and enter research forms into the appropriate database.
* Participate in the Appraisal and Training Programme in the Orthopaedic Directorate.
* Work within Confidentiality, Data Protection, Health & Safety, Fire and other policies.

**5. ORGANISATIONAL CHART**



**Admin Service Manager**

**Office/Systems Manager**

**Research Co-ordinator \***

**Data Co-ordinator**

**Data Co-ordinator**

**6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Communication**

* Communicate regarding a variety of enquiries on behalf of staff, using initiative, and following advice as directed
* Make and receive telephone calls both external and internal according to Trust standards
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the Trust’s Email Best Practice guidance
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging
* Organise and/or support meetings through effective communication

**Administrative functions**

* Collect and record data on behalf of the clinical team, to allow the extraction of data for audit and research purposes.
* Using data gathered; identify, develop and implement, through collaborative working with the clinicians, improvements to the collection of data.
* Collect and record patient information from Trust data recording systems (e.g. EPIC, radiology, outpatients, bookings, etc.).
* Ensure that all documentation is produced to an excellent standard.
* To ensure records and filing systems are maintained in line with Trust policies.
* To utilise systems such as Microsoft Office, Excel, (as examples) and ensure accuracy
* To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.
* Use multiple computer systems as required within the department.
* To liaise with external agencies including General practitioners for update on patient status.
* Liaise with research statistician.

**Service delivery/improvement**

* Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
* To assist in developing Standard Operating Procedures (SOPs), pathways and process charts, working with clinical staff and patients to ensure best practice.
* Work as part of the team in developing processes within the department to meet the demands of a growing service
* Participate in team and directorate meetings as required
* Have a flexible approach to working hours to meet the demands of the service
* Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

**Governance**

* To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews
* Undertake training as required to maintain competency/comply with trust policies
* Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
* Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

**Resource Management**

* Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
* Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
* To maintain stock control, re-ordering supplies where necessary

**Research and Development**

* Requirement to collate complex information (in relation to service reports and audit) and present results on a regular basis, ensuring accuracy and completeness, using regular data audit processes.
* Audit activities, quality assurance process, research and evaluation. To facilitate re-audits to ensure changes to practice have resulted in improvements to patients care.
* Analyse statistics for auditing and performance management purposes

### Additional Responsibilities

* The post holder will be expected to carry out any other duties as required, commensurate with their pay band
* 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

**Trust wide Responsibilities**

* To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
* To contribute to and work within a safe working environment
* The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values\* are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

*\* Please note these are the values of our legacy trust and they are in the process of being updated*

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Research Co-ordinator**

**BAND: 4**

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| **REQUIREMENTS** | Essential / Desirable at: | |
|  | Recruitment | 1st PDR or (award of) increment |
| **QUALIFICATIONS / TRAINING:**  Educated to ‘A’ level standard or equivalent  Minimum GCSE (or equivalent) grade A-C in English and Maths ILM/CMI Level 3 or NVQ in Business Administration or equivalent  ECDL, CLAIT or equivalent | **D**  **E**  **D**  **D** | **D**  **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  Motivation and negotiation skills  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries  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 and Excel  Understanding of hospital IT systems  Knowledge of EPIC.  Analytical skills & ability to problem solve  Proven strong administration skills  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  Good decision-making skills  Understanding of the basics of finance and health and safety | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E**  **D**  **E**  **D**  **D** | **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** |
| **EXPERIENCE:**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff | **D**  **E**  **D** | **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES:**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  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  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **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**  **E**  **E**  **E** |

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| **Hazards within the role, used by Occupational Health for risk assessment** | | | | | |
| Laboratory specimens |  | Clinical contact with patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU Use | 🗸 |
| Radiation / Lasers |  | Challenging behaviour | 🗸 | Manual Handling | 🗸 |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic drugs |  | Electrical work |  | Night working |  |