

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Coordinator Health & Social Care
<b>Reports to</b>	Locality Business Manager
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Exeter Community Health & Social Care

### 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, overseeing maintenance of building(s) and dealing with clients/visitors and multi-disciplinary teams. May be required to supervise and allocate work to staff in lower bands or be responsible for day to day management of a group of staff.

### KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Co-ordinator will be based in the Exeter Community Business Support team and will provide business support to the Exeter Community Health & Social Care teams

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 and has responsibility for the day to day supervision of staff. Or be responsible for the management for staff within the 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

Areas of Responsibility: (Exeter Community Health & Social Care)

No. of Staff reporting to this role: (TBC)

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

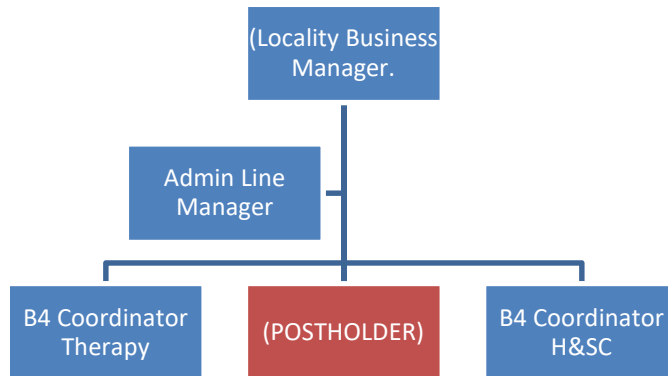
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Community Nursing</li> <li>• Urgent Community Response</li> <li>• Therapy</li> <li>• Pharmacy</li> <li>• Business Support</li> <li>• Senior Management</li> <li>• HR Department</li> <li>• Governance</li> <li>• IT Department</li> <li>• Other Community Teams</li> <li>• Acute teams</li> </ul>	<ul style="list-style-type: none"> <li>• DCC staff including Social Care</li> <li>• GP and other Practice Staff</li> <li>• General Public</li> <li>• DPT</li> <li>• Charities</li> <li>• External charities and organisations.</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

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.

## 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**

The post holder will place orders and receipt deliveries and monitor stock levels of stationary and has the responsibility for finance or personnel administration which includes handling petty cash and or dealing with expense claims. They will also be responsible for reporting maintenance issues.

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 or coordination of staff within the department. 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 requirements and undertake surveys as necessary to own work.

#### **PHYSICAL SKILLS**

The post holder will have advanced keyboard skills to operate a range of computer software.

#### **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 a frequent or 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**

Use display screen equipment for substantial proportion of working day.

### **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 Supervision**

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.

### **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

<b>Job Title</b>	Coordinator Health & Social Care
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	
RSA III or equivalent level of skill gained through experience or alternative qualification	E	
Relevant IT qualification specific to post i.e ECDL	E	
Additional relevant co-ordination knowledge acquired through further experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E	
Advanced IT/Keyboard skills, IT literate	E	
Medical Terminology		D
Knowledge of Adult & Community Services CareFirst Systems		D
<b>EXPERIENCE</b>		
Significant clerical/administrative experience within customer care environment or similar	E	
Experience of supervising staff	E	
Previous NHS/Social Services experience		D
Cash management (if applicable to post)	E	
<b>PERSONAL ATTRIBUTES</b>		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work independently, within a team	E	

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	



		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	Y		X		