

JOB DESCRIPTION

JOB DETAILS	
Job Title	Multiple Sclerosis Clinical Co-ordinator
Reports to	Administrative Line Manager
Band	Band 4
Department/Directorate	Neurology /Medicine Care Group

JOB PURPOSE
<p>This role supports the care and throughput of patients referred to the MS Service within the Neurology department for treatment of neurological diseases and disorders. Primarily work will be divided between organising staffing, consumables and the day to day running of the department and the coordination of the clinical service from referral to ongoing treatment. The co-ordination of clinical pathways is key to ensuring a timely and affective service for patients.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post-holder will require excellent planning, negotiating and organisation skills to enable the smooth running of the day to day MS service. To include but not limited to:</p> <ul style="list-style-type: none"> • Clinical diary organisation and management to enable continuity of cover during periods of annual leave and study leave of the clinical team. • Ensuring clinical cross-site cover is achieved to provide services across north and eastern RDUH services. • Booking, organising and preparing clinics, to include liaison with visiting consultants from locum agencies and NHS Professionals bank staff bookings. • Provide high quality liaison with the clinical team, the clinical manager and consultants, including responsible administrative tasks in their absence (NHSP, Healthroster and other relevant digital systems as appropriate), using own initiative and working without supervision. • Managing all home and inpatient long-term services; to include organisation of outpatient and inpatient diaries, processing referrals, booking appointments, liaising with patients, referring to nurses, doctors, ward staff and processing clinical communications in a timely manner. • Be responsible for all digital ordering of EPIC referrals, following triage. Ensuring the correct referrals and subsequent tests are ordered to include both northern and eastern sites, redirecting referrals when appropriate. • Be responsible for ensuring clinical updates are recorded for MS patients on the GEMS database and information are provided to the admin or secretarial teams where appropriate. Ensure clinical data and Blueteq forms for trust medication rebate are stored, submitted and archived in the appropriate manner in keeping with trust protocols. • Be responsible for regular stock-taking of all clinical and non-clinical consumables ensuring regular re-ordering of products is performed when required and in a timely manner. • Be responsible for liaising with other speciality teams to organise Neurology participation in relevant MDTs or other meetings as appropriate, this may include ensuring digital reports and data is available for review during these meetings. • Ensure urgent clinical requests are dealt with in a timely manner by liaising with admin staff and regularly checking the departmental email account and EPIC inpatient depot. Organising urgent appointments for inpatients and urgent outpatients as appropriate and domiciliary visits. • To backfill chaperoning of patients during outpatients as required, in the absence of the healthcare assistant. Oversee and train band 2/3 administrative staff.

KEY WORKING RELATIONSHIPS

Areas of responsibility: RDUH Eastern and Northern sites plus

No. of staff reporting to this role: 0

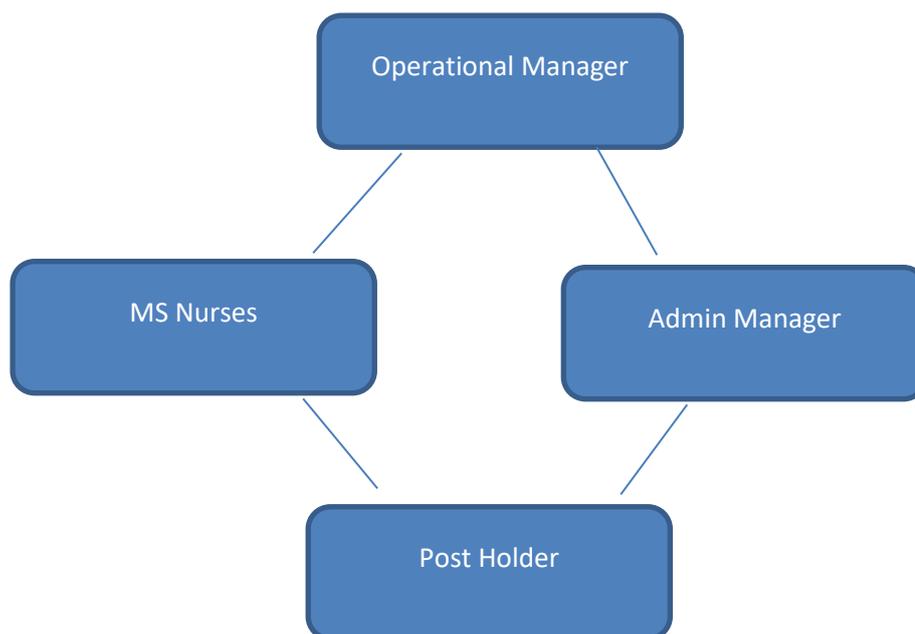
The postholder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter them on a day to day basis. The postholder is also required to liaise with staff external to the Trust as and when required, including locum agencies and other providers.

In addition, the post holder will interact 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">• Senior Management Teams• Trust Executive members• Non-Executive Directors• HR Department• Lead Clinician, Consultants, Juniors Doctors, Specialist Nurses and other members of the medical and multi-disciplinary teams.• Administrative Services Manager/Administrative Line Manager• Care group management team• Members of the multi-professional clinical team• Administration and secretarial teams across the Trust• Administrative and Clerical staff within area of responsibility	<ul style="list-style-type: none">• Locum agencies• External NHS organisations• External organisations/providers

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 postholder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

Communication is a key element of this role and is vital for the efficient and safe provision of services across the multidisciplinary team. Communication will primarily be with patients, the MS team, administrative team, Consultant and other medical staff, ward staff across both hospital sites (North Devon and Exeter,) and GP surgeries. There is close communication with patients of all ages, plus relatives/carers, both within the department and in the ward environment; this includes environments such as Intensive Care Unit (ICU). Some of the information the postholder communicates may be complex and sensitive in nature.

- Provide Neurological investigation results to referrers by telephone or NHS email and liaise with reporting clinician should further be sought by referrers in relation to investigation reports.
- Communicate at various levels to explain all procedures thoroughly, and be able to address patient concerns and questions regarding their investigations and or prescriptions. Skills in dealing, with those who have learning disabilities), persons detained in HM Prison and those with psychiatric or challenging behaviour, are essential. Such skills include tactfulness, empathy, persuasion and negotiation.
- To communicate at various levels to explain standard procedures and to sensitively address patient concerns and questions regarding their investigations and or outpatient appointments.
- Provide accurate information regarding departmental procedures to patients, in person or on the telephone.
- Responsibility to fully explain and obtain written patient consent for the use of processing admin related to prescribed medications.
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- Compilation of patient data for presentation at Trust meetings, including liaison with clinicians regarding the material.

- Communicate with healthcare staff, administrative staff within the department, patients/carers and ward staff regarding the booking of elective patient appointments.
- Liaise with patients, carers and family members to enable the service to be responsive to patient needs.
- Liaise with wards regarding appropriate booking of patients for in-patient services.
- Liaise with IT and/or external service engineers regarding clinical equipment.
- Deal with phone enquiries from a variety of sources including patients and carers, nursing and medical staff and support workers.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements on facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies.

Examples include, but are not limited to:

- Selecting appropriate referral pathways following patient queries and concerns through the MS service support line, often on a case by case basis factoring in the bespoke needs of the patient.
- Organising a variable working diary to schedule and ensure cover of the entire clinical workload delivered by the department across multiple sites, including the Royal Devon and Exeter Hospital, North Devon District Hospital, and also within different clinical areas on these sites (e.g. Neurology, Neurorehabilitation)
- Liaising with patients, relatives, carers and other clinical teams to organise outpatient and inpatient Neurology appointments for patients with enhanced clinical needs requiring multidisciplinary input.
- Resolving issues regarding personnel, payroll, maintenance and procurement, 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 postholder 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 referring specialities, communicate and answer queries from all disciplines. This involves organising own day to day activities, planning of both straightforward and more complex ongoing referrals.

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 clinical and non-clinical information and advice to patients and carers. Provision of programmes of care as required by the referrer.

POLICY/SERVICE DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
- 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.
- Contribute to audits regarding departmental procedures.
- 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.

FINANCIAL/PHYSICAL RESOURCES

The post holder will place orders and receipt deliveries and monitor stock levels of clinical and non-clinical consumables. 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

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.

INFORMATION RESOURCES

Daily use of IT programmes, both clinical and non-clinical; 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 or departmental audits as necessary to own work.

PHYSICAL SKILLS

The setting up of the in-person MDT clinic rooms

Chaperoning patients and family members for the MDT clinic

The postholder will also need to demonstrate good keyboard skills when documenting and entering information into the electronic patient record and other Trust IT systems. Standard keyboard skills include the skills exercised by those who have either learned over time or have been trained to RSA 1 or equivalent.

PHYSICAL EFFORT

Daily work involves frequent, sitting/standing, walking, moving equipment and manual handling in restricted positions, in line with organisational policies.

Moving and handling in relation to equipment and resources required for the MS service.

Occasional moving and handling of patients in relation to assessment, which at times may require prolonged physical effort.

Frequent use of IT equipment.

MENTAL EFFORT

The work pattern is unpredictable, with frequent interruption. There will be a frequent requirement for concentration for data entry.

The postholder will be expected to provide cover for administration staff during busy periods, including unplanned absence and annual leave.

EMOTIONAL EFFORT

Occasionally manage difficult situations, that may arise during calls with patients and stakeholders, 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.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Multiple Sclerosis Clinical Co-ordinator
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Requirements	Essential	Desirable
<u>QUALIFICATION/ SPECIAL TRAINING:</u>		
Good Standard of Education	E	
NVQ 3 Business Administration or Customer Care or equivalent qualification/ or equivalent experience, plus additional specialist knowledge in relevant field and knowledge and experience to deal with non-routine issues	E E	
Relevant IT qualification specific to post i.e. ECDL Additional relevant co- ordination knowledge acquired through further experience	E	
<u>KNOWLEDGE/SKILLS:</u>		
Knowledge of the Clinical Neurophysiology specialism	E	
Knowledge of range of routine and non-routine healthcare science duties	E	
Excellent communication skills	E	
Experience of communicating and collaborating within a diverse group	E	
Good IT knowledge and skills	E	
Evidence of excellent teamwork skills	E	
<u>EXPERIENCE:</u>		
Experience of communicating within a healthcare setting	E	
Experience of infection control procedures required for clinical outpatient areas	E	
Experience dealing with complaints		D
Experience dealing with difficult behaviours		D
Experience with a variety of IT software packages	E	
Experience of hospital patient related IT software systems	E	
<u>PERSONAL REQUIREMENTS:</u>		
Able to collaborate with others within a multidisciplinary team	E	
Works flexibly, responding to team requirements	E	
Able to work independently	E	
High standards of cleanliness	E	
Calm under pressure	E	
Able to work in an environment dealing with distressing situations (where patients may be very unwell e.g. ITU and neonatal unit and paediatric high dependency)	E	
<u>OTHER REQUIREMENTS:</u>		
Able to work at different RDE sites e.g. Mardon, Wonford	E D	E D

JM1014a based off - JM1014 Neurophysiology Clinical Co-ordinator. Matched 28/07/2025, consistency checked 07/08/2025

Reviewed & Approved by JE 26/02/2026

Drivers licence and access to a car		
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
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		