

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

|                                |  |
|--------------------------------|--|
| <b>Job Title:</b>              | <b>Multi-disciplinary Team Co-ordinator</b>    |
| <b>Band:</b>                   | <b>4</b>                                       |
| <b>Responsible To:</b>         | <b>Administration Line Manager</b>             |
| <b>Accountable To:</b>         | <b>Administration Services Manager</b>         |
| <b>Department/Directorate:</b> | <b>Neurology Department, Medicine Division</b> |

### **2. JOB PURPOSE**

To effectively and efficiently supervise and assist clinical teams across the whole Trust ensuring processes are robust for the compliance of targets in line with the NHS plan and NICE guidelines relating to MS. To act as a facilitator/co-ordinator for multidisciplinary teams to ensure the journey of each MS patient runs smoothly ensuring that all new MS cases are discussed in a timely manner and have a treatment plan in place.

To provide high quality personal assistance to Consultant and Clinical teams including responsible administrative support in their absence, using own initiative and working without supervision. Supporting members of the Clinical and Administrative teams.

### **3. KEY WORKING RELATIONSHIPS**

- Management Teams
- Trust Executive member
- Non-Executive Directors
- Board of Governors
- Clinical staff
- External NHS organisations
- External organisations/providers
- Administrative and Clerical staff within area of responsibility
- Other secretarial support teams

### **4. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Manage the Blue Teq high cost drug management system to include actively liaising with Neurology Consultants and Pharmacy team whilst ensuring that accurate data is maintained to limit any financial penalties to the Trust.

- To prepare and maintain all related documentation ensuring treatment plans are recorded in medical notes and that GP letters are dispatched within the time frame stipulated.
- Collect, interpret and analyse data to provide weekly and monthly reports to MS Management and Multidisciplinary teams.
- Help collate evidence required to demonstrate compliance with the MS related NICE guidelines.
- To ensure Trust database (ESR) is kept up to date and accurate for all training.
- To ensure all requests or requirements are actioned appropriately in the manager's absence.
- Ensuring that all documentation is produced to an excellent standard.
- To ensure adequate cover is in place during periods of leave.
- To manage Consultant and team diaries, ensuring all absences/meetings are accurately recorded.
- To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment, including agreeing with other attendees and renegotiating any changes.
- To take meeting minutes and notes according to Trust policy guidelines.
- To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
- To ensure records and filing systems are maintained in line with Trust policies
- To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work, proposing changes to working practices and procedures.
- To ensure effective bring forward systems, ensuring necessary range of papers are available to Consultant and clinical team.
- To ensure photocopying and distribution of papers are completed and issued as required.
- To ensure stationery levels are maintained at all times.
- To set up and maintain accurate and effective filing systems both paper based and electronic filing systems.
- To assist other members of the admin team in the achievement of a quality service.
- To carry out routine analysis of information as directed by Consultant and clinicians, carrying out research to support analysis of information.
- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner.
- To receive telephone calls and accept messages on behalf of members of the Consultant and clinical team and take appropriate action where necessary.
- To manage email communication in a timely way and in line with the RD&E's Email Best Practice guidance.
- To participate in team and directorate meetings as required.
- Working on own initiative with minimum direct supervision, prepare list of patients for discussion at multidisciplinary team meetings using information provided by the pathology and radiology computer systems, the clinicians or any other members of the MDT and the wider team, Ensure all correspondence, notes, x-rays, results etc. are available for the meetings including meetings held on a different site, ensuring that all relevant material is prepared and available for the off site meetings.
- To ensure MDT activities are recorded and the results documented. This will include the maintenance of meeting records, attendance registers and treatment plans in accordance with national MS standards and MDT operational policy.
- Schedule and co-ordinate data for regular MDT site meetings; this includes preparation of patient schedule lists together with their health records, associated diagnostic results and any other information requested by the teams.

- Collaboratively working with clinical teams both within and external to the Trust to ensure the appropriate management of information and co-ordination of patient pathways. Work with Trust staff to ensure all patients have a booked first appointment, investigation and procedure and record details of patients coming via all referral routes. Establish robust processes with all involved in MS patient journeys to negotiate and improve the co-ordination of the patient journey, i.e. radiology department.
- Establish effective communication networks with clinicians and other members of the multidisciplinary team and actively participate in development and change to any systems.
- Responsible for communicating patient results with members of the MDT, patients, GP's and other MS centres in accordance with the local policies and procedures and Data Protection Act.
- Produce typed reports of patient outcomes to be sent to the General Practitioners.
- Maintain databases related to specific treatment protocols, identifying actions that are needed and collect relevant information from other Trusts.
- Prepare individual patient treatment requests for patients requiring these.
- Assist in the development of databases, including capturing patient waiting time information.
- Proactively monitor patient waiting times and ensure appropriate action is taken to avoid breaches against MS and Trust targets. Identify any potential breaches and informing clinicians to bring procedures/tests/appointments forward to prevent breaches and highlight any MS waiting time patients exceeding waiting time targets.
- To meet the monthly timescale for the submission of data to national databases.
- Accurately record relevant imaging, histology results for each MS patient.
- Ensure that following meetings, all proposed actions are followed up and recorded in patient records.
- To actively participate in the development of information systems to support data collection and capture.
- Prepare and type reports on behalf of the clinical teams for MS reporting and for presentation purposes.
- Keep accurate and up to date copies of local operational policies.
- To regularly report to the Consultant/clinicians on compliance/noncompliance of standards.
- Keep both electronic and paper based records of any patients or issues discussed regarding MS services.
- Prepare any audit documentation required for annual review and undertake any audits relating to MDT activity in collaboration with the clinical team.
- Co-ordinate information required for MS accreditation visits maintaining the evidence folder for each team.
- To undertake specific projects related to MS work.
- Ensure data collection is undertaken in accordance with the Data Protection Act.
- To provide reports for Clinical Governance purposes.

### **Governance**

- To undertake training as required to maintain competency/comply with Trust policies.
- To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
- To comply with HR policies particularly in relation to mandatory (essential) training and to assist all members of the team in completing this training in a timely manner.

## **Resource Management**

- To monitor use of supplies 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.

## **Additional Responsibilities**

- In addition the post holder will be expected to carry out any other duties as required.
- The post holder will be required to supervise, mentor and support assistant secretaries and other team members as required.

## **Charter for Administration Support**

To ensure effective and efficient diary management, and to enable management time to prepare and attend meetings.

- Consultant and Clinical Team to work with the MDT Co-ordinator to resolve any queries or issues with regard to diary accuracy and to regularly review and agree diary management.
- Consultant and Clinical Team to work with MDT Co-ordinator to agree the parameters with regard to diary management (within the remit of this charter).
- To ensure travel to and from meetings is scheduled into diary.
- To ensure appropriate pre meeting preparation time is scheduled into diary.
- To ensure an agreed level of protected time to allow Consultant and Clinicians to complete tasks.
- To ensure regular tasks are appropriately scheduled and protected in diary i.e. board paper writing.
- To agree any protected time requirements and do not disturb requirements to ensure urgent/important work can be completed.
- To maintain an accurate up to date diary. The diary system of the Trust is the electronic outlook system. Paper diary systems are not used.
- To ensure action plan for work schedule for the coming week is agreed in advance.
- Meetings to be scheduled between 09.00 hours and 17.00 hours Monday to Friday wherever possible.
- Wherever possible to ensure no back to back meetings.
- Ensure diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
- Any private commitments clearly timed within the diary – personal detail of the commitment can be “locked” by the Consultant/Clinician.
- To ensure the diary is fully up to date with any annual leave, study leave, working off-site, or any other unavailability. To schedule protected time to catch up after any prolonged absence i.e. annual leave.
- To agree an appropriate method for management of emails; to include urgent/important emails are highlighted to Consultant/Clinician and removal of any unsolicited/junk emails. In order to reduce paper no emails will be printed. However an electronic bring forward, filing and must read system can be implemented and maintained. Whilst some judgement can be exercised by the MDT Co-ordinator in terms of assessing importance or urgency of emails, responsibility lies with the Consultant/Clinician to ensure emails are processed accurately.

## **Other 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

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 reserves the right to insist on changes to your job description after consultation with you..

The RD&E 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:** MDT Co-ordinator, Neurology  
**BAND:** 4

| REQUIREMENTS  | At Recruitment  | 2 <sup>nd</sup> Gateway                                       |
|---|---|---|
| <b><u>QUALIFICATIONS/SPECIAL TRAINING:</u></b><br>Educated to 'A' level standard or equivalent<br>Minimum GCSE (or equivalent) grade A-C in English and Mathematics<br>RSA Stage III Typing or equivalent<br>ECDL, CLAIT or equivalent<br>Audio Typing qualification or equivalent<br>Medical Terminology qualification or equivalent<br>NVQ Level 3 in Business Administration or equivalent   | E<br>E<br>E<br>E<br>E<br>D<br>E                               | E<br>E<br>E<br>E<br>E<br>E<br>E                               |
| <b><u>KNOWLEDGE/SKILLS:</u></b><br>Accurate Audio Typing<br>Ability to liaise and communicate with staff at all levels<br>Excellent interpersonal and communication skills<br>Ability to promote good working liaisons between staff<br>Proven ability to motivate staff and encourage teamwork<br>Excellent planning and organisational skills<br>Ability to prioritise workload to respond to changing demand<br>Understanding of hospital IT systems<br>Comprehensive PC skills including databases, word-processing and email, including Microsoft Word, Excel and Access<br>Excellent telephone manner<br>Ability to co-ordinate complex diary management<br>Ability to analyse and interpret data and produce reports | D<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>D | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E |
| <b><u>EXPERIENCE:</u></b><br>Extensive proven experience in a secretarial/administrative post, including minute taking experience<br>Previous experience in a hospital/healthcare setting<br>Previous experience of working with meticulous attention to detail   | E<br>D<br>E   | E<br>E<br>E   |
| <b><u>PERSONAL REQUIREMENTS:</u></b><br>Enthusiastic highly motivated and committed to developing a service<br>A flexible approach to work<br>Remain calm and professional in a busy environment<br>Able to understand the limits of own responsibility, referring to senior colleagues appropriately<br>Able to work independently and with minimum supervision<br>Adheres to confidentiality and data protection requirements   | E<br>E<br>E<br>E<br>E<br>E                                    | E<br>E<br>E<br>E<br>E<br>E                                    |

\* Essential/Desirable

| HAZARDS:                |  |                                |   |   |
|-------------------------|--|--------------------------------|---|---|
| Laboratory Specimens    |  | Clinical contact with patients |   | Performing Exposure Prone Invasive Procedures |
| Proteinacious Dusts     |  |                                |   |   |
| Blood / Body Fluids     |  | Dusty environment              |   | VDU Use                                       |
| Radiation               |  | Challenging Behaviour          | x | Manual Handling                               |
| Solvents                |  | Driving                        |   | Noise   |
| Respiratory Sensitisers |  | Food Handling                  |   | Working in isolation                          |