

JOB DESCRIPTION

JOB DETAILS	
Job Title	Physician Associates Co-ordinator
Reports to	Medical Education Manager
Band	Band 4
Department/Directorate	Medical Education

JOB PURPOSE
<ul style="list-style-type: none"> To provide comprehensive and effective management, co-ordination, and administration support for the training, education and development of Physician Associates in the Eastern services of the Trust. Monitoring student compliance with the scheme requirements. Be part of the Trust Medical Education team providing support and assistance with the activities of the department.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> The post holder will be expected to support the Medical Education Manager and the PA Training Programme Director in coordinating the effective administration of the PA training programme ensuring that deadlines are met and that activities are planned in a timely and effective manner. Be involved in the PA training programme rotations and workforce planning on behalf of the Training Programme Director, including the process for less than full time job share posts and management of out of programme gaps. Liaise with the UHP administration and the Trust's recruitment team on a regular basis. The post holder will provide a range of flexible administrative support services to ensure the smooth running of the programme. Ensure the provision of a professional, helpful and informative service to students, educational and clinical supervisors, and their GP practice managers; and secondary care colleagues at all times, including developing good working practice, procedures and systems. Work collaboratively with UHP administration team. Act as the first point of contact, dealing and responding effectively with complex queries from stakeholders and passing relevant information to appropriate team members sensitively and autonomously. Proactively makes suggestions and help implement new or amended processes and procedures, to improve the assessment and revalidation process. In the absence of the Medical Education Manager, deputise on rotation with other team members. Makes decisions based on known information and good awareness of the Medical Education Department work streams.

- Be part of the Medical Education Team in organising inductions.
- Undertake any other duties appropriate to the grade, which may be required from time to time, as directed by the Medical Education Manager and the PA TPD.
- Some flexibility in hours of work will occasionally be required to support events; time off in lieu will be given.
- To be part of a team and undertake any other MEC duties (opening/closing, holiday/sickness cover, holding doctors' bleeps during teaching, assisting medical students etc)

KEY WORKING RELATIONSHIPS

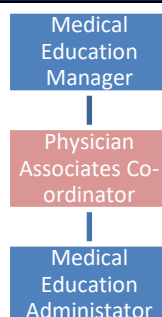
The post holder is required to deal effectively with staff of various levels throughout the Trust as and when required on a daily basis.

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

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • PA Training Programme Director • Medical Education Manager and administration team • Senior Medical and Nursing Staff • People team • Trust Staff/RILD users 	<ul style="list-style-type: none"> • University Hospitals Plymouth • PA Trainers and Practice Managers • Other health professionals

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work is managed rather than supervised. Working autonomously, but recognising when to seek advice, when necessary/manage a discrete area of work
- Recognise when it is necessary to seek advice
- Responsible for overall organising of the Teaching Programme with the TPD; liaising directly with Trainers.
- Required to act independently, use initiative and decide when it is appropriate to refer matters to line manager.
- Communicate directly with administrative staff at University Hospitals Plymouth NHS Trust.
- Be proactive in assisting with the placement of Physician Associates to appropriate practices and departments.
- Support the implementation of regional policy, developmental and operational issues relevant to Physicians Associates in the most effective, efficient and economical way in line with set short- and long-term strategic objectives.
- Needs to be flexible and adaptable to meet the needs of the Department. This requires some occasional working out of normal hours including some early starts.

COMMUNICATION/RELATIONSHIP SKILLS

Based on JM0546 GP VTS Programme Coordinator, formally matched 15/06/2023, consistency checked 22/06/2023, checked by JE team on 04/10/2024

- Communicating complex or sensitive information with a range of staff internally and externally across the Trust, UHP, and GP Practices; using negotiating and persuasive skills.
- Acts as a first point of contact for all enquiries (written & oral) about the scheme from Physician Associates and TPD.
- Liaising with TPD, Practice Managers and trainers regarding practice placements for Physicians Associates and Educational Supervisor details.
- Works to ensure co-operation of departments, Trainers and hospital Medical Staffing using listening and negotiation skills when required.
- Provide cross cover in all areas of medical education during colleague absence.
- Ensure communication within the organisation and to stakeholders is of high quality with accurate, excellent information available to all parties;
- Support the process for Training and re-approval in specific quality assurance of the Physician Associates educational remit.
- Support new team members, offering orientation and training as necessary.

ANALYTICAL/JUDGEMENTAL SKILLS

- The postholder will require skills for investigating a variety of issues and proposing solutions and dealing with enquiries.
- Placements for new students and co-ordinating the return to training of various trainees who have taken time out of programme, in conjunction with the Physician Associates training team.
- Allocation of new or returning trainees into placements early in their rotations jointly with the TPD.
- Consideration of their personal circumstances may be necessary in order to find the most suitable placement.
- Recording of work-based assessments and competency criteria from trainee portfolios.
- Some problem-solving input is necessary. Propose/design ideas or make suggestions to achieve the expected outcome.
- The post holder oversees the administration of the Physician Associate teaching programmes.
- Working with Physician Associates Education team ensuring Less Than Full Time applications follow policy deadlines.

PLANNING/ORGANISATIONAL SKILLS

- Organisation of external study days including booking venues, supporting agenda planning and all aspects of related administration
- Setting up meetings including assessor panels with UHP and meeting set deadlines for notifications and outcomes.
- Administration support for scheme courses and events, in conjunction with UHP.
- Administration of annual PA teaching programme
- Support the PA Trainers
- Oversee the administration of Introduction Days: Further supporting the TPD and students on the day with any admin tasks
- Practice placement arrangements. (meeting the UHP Code of Practice)
- Working with the TPD and UHP for quality requirements in relation to the training programme.
- Co-ordination for the ongoing planning of: -
 - Ongoing weekly Teaching Programme delivery
 - Arranging Educational Supervision
 - Organising Placements for 6 month and 12-month placements.

POLICY/SERVICE DEVELOPMENT

- Propose changes to working practices in own work area/role.

- Provide support and systems for the Training Programme Director (TPD) with any special projects

FINANCIAL/PHYSICAL RESOURCES

- Knowledge of the UHP financial processes for students' study leave.
- Ensure confirmation of bookings of venues
- Ensure appropriate use of study leave and that approval has been sought.
- Follow Trust Purchase Requisition policy.

HUMAN RESOURCES

- In the absence of the Medical Education Manager, or coordinator colleagues, deputise on rotation with other team members.
- Assistance (along with TPD) in allocation of practices for students as required.
- Provide the link between Practice Managers & Medical HR for student sickness/absence monitoring
- Actively involved in the allocation process of Educational Supervisors to all PAs.
- Be aware of recruitment process: meeting minimum UHP Code of Practice deadline)
- Implement policies and propose changes to practices or procedures for the area of management.
- Supervise and mentor the medical education administrator as required including; appraisal, regular one to one meetings, absence management and return to work interviews
- Maintain a broad understanding of Postgraduate Medical Education as a whole, and actively contribute ideas for the improvement of service provision.

INFORMATION RESOURCES

- Maintain PA databases and information systems with project management skills.
- Collation of required information from practices (e.g. Teaching Practice Reports and other necessary information as required by the TPD).
- Maintain practice placement spreadsheets.
- Maintain accurate email groups ensuring information is disseminated correctly.

RESEARCH AND DEVELOPMENT

- Be responsible for self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- Carries out enquiries in relation to own work to continuously improve on service delivery.

PHYSICAL SKILLS

- Skills for keyboard use for producing reports, spreadsheets and correspondence.
- Light physical effort within reason, involving a combination of sitting, standing, and walking.

PATIENT/CLIENT CARE

- Contact with patients is incidental

PHYSICAL EFFORT

- Daily prolonged periods of sitting while using keyboard/PC.
- Assist with the set up/lay out of training rooms and the RILD generally; moving furniture within manual handling guidance.

MENTAL EFFORT

- Frequent need for high levels of concentration; work pattern unpredictable. Interruptions from staff, external agencies and competing priorities.

- Arrange and set up face to face/virtual teaching sessions for trainers; collect and share feedback.

EMOTIONAL EFFORT

- Occasional exposure of individual difficult personal circumstances for students.

WORKING CONDITIONS

- Occasional exposure to challenging behaviour.
- VDU user.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal and 121s.

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 yourself 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	Physician Associates Co-ordinator
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING 5 GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice.</p> <p>A levels or equivalent.</p> <p>NVQ III in administration or equivalent qualification/experience.</p> <p>Additional relevant administration knowledge acquired through further experience</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>KNOWLEDGE/SKILLS Effective interpersonal, organisational and communication skills</p> <p>Excellent verbal/written & interpersonal skills with the ability to establish rapport with people at all levels and to enable effective communication with senior staff, including Consultants, on a wide range of training issues.</p> <p>Assertive skills, to be able to deal with challenging individuals. Excellent administrative and organisational skills. Able to problem solve.</p> <p>Knowledge of Physician Associate education and training.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>EXPERIENCE</p> <p>Significant experience of education and training (or related) busy administrative environment.</p> <p>Experience of supporting Project management</p> <p>Experience of using Microsoft at an intermediate level</p> <p>Experience in using databases to input, maintain and report on personal information</p> <p>Experience in delivering high standards of customer service</p> <p>Able to deal confidently and tactfully with people at all levels</p> <p>Excellent telephone manner, experience of dealing with high volume telephone calls/enquiries</p> <p>Attention to detail</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>PERSONAL ATTRIBUTES Excellent team worker</p> <p>Self management skills</p> <p>Customer Focused Deliver high customer service when answering the phone, emails and face to face</p> <p>Responsive and flexible, ability to work in a fast-paced environment, meet deadlines and prioritise effectively</p> <p>Understand and works with confidential information</p> <p>Excellent interpersonal and communication skills</p> <p>Ability to be empathetic, handle difficult or emotional situations</p> <p>Good organisational skills</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p>		

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
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	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				Y
Heavy manual handling (>10kg)	Y	Y			
Driving	Y		Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		Y		
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	Y	Y			
Challenging behaviour	Y		Y		