***“*Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”**

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| **JOB DETAILS** | |
| **Job Title:** | Family History Coordinator |
| **Reports to** | Team Leader |
| **Band** | 3 |
| **Department/Directorate** | Clinical Genetics, Specialist Services |

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| **JOB PURPOSE** | |
| * To form part of the team delivering a high-quality Clinical Genetic service for the population of Devon and Cornwall * This role is to collect and prepare information about patients and their families, prior to or after appointments with Clinical Genetics Consultants or Genetic Nurse Counsellors. * The post-holder will undertake data inputting from the family history sheets, obtain consent where needed from family members, obtain information to confirm diagnoses in patients and their relatives (e.g. medical records, genetic test results, cancer registry, post-mortem reports) * To obtain and collate other information requested by the clinical team in order to deliver a timely and high-quality service to the patients. * The post-holder will also provide support to staff in data management for audit purposes. | |
| **KEY WORKING RELATIONSHIPS** |  |
| Peninsula Clinical Genetics (PCG) is hosted by the Royal Devon University Healthcare NHS Foundation Trust and provides a service across Devon & Cornwall, a population of approx. 1.7 million. The service is managed from Exeter, with the main office currently on the hospital’s Heavitree site, and satellite offices in Plymouth & Truro. This post is based in the main Exeter Office.  There are currently nine consultants (~7 WTE), eleven genetic nurse/counsellors (GNCs), two STP trainees GCs and two Specialty Registrars, fully supported by an administrative team. There is a Cluster Manager, who is responsible for the Genetics Cluster (which includes Clinical Genetics and the Genomic Laboratory) which sits within the Specialised Services Division of the Trust.   * Team Leader/Family History Coordinator * Administrative Line Manager and team * Lead Genetic Nurse/Counsellor and Genetic Nurse/Counsellor team * Lead Clinician and Consultant Geneticists / Specialty Registrars * External Services and Agencies | |

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| **ORGANISATIONAL CHART** |
| Lead Clinician  Admin Manager  Team Leader/Family History Coordinator  Cluster Manager  Lead Genetic Counsellor  Genetic Nurse/Counsellors  Family History Coordinator (1WTE)  **Post Holder**  Consultant Team  Line Management accountability  Liaison/working relationships |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Genetics referrals are received from GPs, hospital consultants, health professionals, other genetic centres and family history clinics. Once received, further specific information is usually required. This information will provide the basis for accurate genetic counselling and possible genetic testing. Sometimes further information is required after an initial consultation.  The independent co-ordination of this area of work is the responsibility of the Family History Team.  The information required is obtained by contacting families and organisations to obtain relevant documentation. This will include:   * Checking whether family members are already known to the Service. * Data inputting information provided on the family history sheets onto the departmental database: TrakGene. * Writing to family members to obtain consent for access to medical information, ensuring that there is discretion and confidentiality at all times. * Liaising with relevant laboratories, regional registries, pathology departments, GPs and clinical departments to request sensitive and at times complex information on patients and family members. * Ensuring the above information is returned in a timely manner and if not, chasing it as necessary. * Using own initiative to determine course of action if required information is not obtainable; providing suggestions to obtain information through alternative avenues and discussing this with clinicians as appropriate. |

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| **COMMUNICATION SKILLS** |
| * Answer the telephone promptly, deal with enquiries in a professional efficient manner, and/or take messages and ensure they are received by the correct recipient. * Liaise regularly with multi-disciplinary staff, e.g. consultants, genetic counsellors, and admin colleagues within the Trust and at other sites across the peninsula. * Liaise with GP surgeries and other hospital staff. * Providing help and support to other people as required. * Working effectively with others. * Working within the multi-disciplinary team to review and assess complex information received as requested. * Providing advice and guidance to colleagues with queries relevant to the post. * Using a range of skills specific to the bespoke in-house software (TrakGene) to prepare family trees electronically. This will require periods of prolonged concentration to ensure accuracy. * Collating and analysing data on TrakGene in respect of all new referrals for audit, service development and planning. Also to retrieve from the system, specific information for research and development. * Dealing with telephone and email enquiries from clinicians, nurses, patients and their relatives in a courteous, sensitive and helpful manner. Relaying this information to the clinician/genetic nurse/counsellor as appropriate. * Photocopying and filing documents relevant to patients’ notes. * Ensuring all clinical documents are up to date, accurate, legible and correctly filed. * Ensuring confidentiality on all matters obtained during the course of employment. * Dealing with highly sensitive and complex information. * The post-holder could be required to undertake other duties which are in line with the grading of the post to ensure the smooth running of the Genetics Service. |
| **OTHER RESPONSIBILITIES** |
| * Take part in regular performance appraisal * Undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling * 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 |
| **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 reserve 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.  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.  This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.  The Trust is committed to recruiting and supporting a diverse workforce and so we 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. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Family History Coordinator |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Further education to A Level /Diploma standard or equivalent experience  GCSE Grade A-C or equivalent in Maths & English  Further relevant Admin / IT qualification | E  E  D | E  E  D |
| **KNOWLEDGE/SKILLS**  Ability to work within a multidisciplinary team environment  Excellent verbal, written and telephone communication skills  Confidence in dealing with various professionals, patients and the general public  Ability to cope with distressed individuals  Excellent organisational skills & ability to prioritise own workload. Able to respond to urgent / unexpected situations Ability to work without supervision and use own initiative  Computer literacy, working knowledge of Word, Excel, & Outlook  Accurate and detailed data input and keyboard skills  Knowledge of basic genetics | E  E  E  E  E  E  E  E  E  D | E  E  E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Previous administrative experience in a Healthcare setting  Knowledge of medical terminology and working with patients  NHS experience in an Admin role  Able to deal with sensitive & highly confidential information  Able to interpret complex & sensitive information with discretion  Experience of using bespoke Database systems and interpreting data | D  D  E  E  E  D | E  E  E  E  E  E |
| **PERSONAL ATTRIBUTES**  Highly motivated, conscientious and enthusiastic  Attention to detail / accuracy  Ability to use initiative and work autonomously as well as within a team  Recognition of own level of competence and limitations and able to communicate these to relevant staff members, and seek advice when needed.  Excellent time management skills, comfortable working to strict deadlines.  Flexible and adaptable | E  E  E  E  E  E | E  E  E  E  E  E |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Challenging behaviour | Y |  | X |  |  |