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***“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** | DIEP and Oncoplastic Breast MDT Co-ordinator |
| **Reports to** | Administrative Line Manager |
| **Band** | 4 |
| **Department/Directorate** | Breast and Plastic Surgery |

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| **JOB PURPOSE** | | |
| * The deep inferior epigastric flap is a complex form of breast reconstruction requiring tissue to be taken from the abdomen and microsurgical techniques are used to allow the tissue to gain a blood supply from the chest wall. * The Oncoplastic Breast Multi-Disciplinary Team meeting (MDT) is a forum in which all patients undergoing breast reconstruction are discussed. * To co-ordinate and organise internal and external deep inferior epigastric perforator flap (DIEP) referrals, request histology and radiology reports from referring trusts, instigate outpatient appointments with appropriate breast and plastic surgery consultants, request discussion at breast and oncoplastic breast MDTs * Prior to surgery request upfront sentinel node biopsy reports, ensure CT staging and angiograms have been reported, photographs taken, reconstruction nurse review has taken place and ensure both plastic and breast surgeons are available for the relevant theatre list. Co-ordinate with the anaesthetic department to ensure an appropriate anaesthetist has been allocated to the operating list and for bilateral cases ensure that a 3 session day has been booked. Ensure that delayed DIEP patients have stopped tamoxifen 4 weeks prior to surgery. To communicate all DIEP lists booked with the relevant theatre teams. * Responsible for ensuring wound assessment clinics, results and follow up clinics are booked for patients * Responsibility for continuous upkeep of the DIEP database and ensuring that patients are ready for surgery at the appropriate time. * The role of Oncoplastic Breast MDT co-ordinator is to provide patient centred focus throughout the pathway of care, by providing one point of contact for all breast and plastic surgeons. This will ensure co-ordination of the patient journey, especially for patients having to move between cancer units and centres. * The role will ensure that all relevant patients are discussed at MDT meetings with supporting clinical information. For patients with active cancer, effective patient tracking will also need to occur. * The post holder will be responsible for the coordination and organisation of the Oncoplastic Breast multidisciplinary team meetings and will attend these meetings and record relevant information. The post holder will be responsible for sending summaries of discussions to the referring consultant. * In addition, the post holder will provide a full and efficient secretarial service to Miss Tillett. This will include checking of letters and ensuring that all documentation (for example discharge summaries, operation notes, reports, theatre lists, outpatient clinic notes and clinic/appointment letters) is produced to an excellent standard. * The role will include responsibility for the management of patient pathways in line with 31 and 62 day waits and the 18 week RTT Access Policy, as well as supporting other Trust targets. * Ensure all information is secure and confidentiality of information is maintained at all times * The role will require excellent communication skills and the ability to communicate with stressed and anxious patients and relatives, treating them with tact and empathy. * The role requires that the professional image of the trust is maintained at all times | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Administrative Services Manager/ Administrative Line manager * Administration and secretarial teams across this and other hospitals * Consultants and other members of the medical team at this and other hospitals * Patients and their relatives * GPs * Divisional Management team * Senior nursing staff and other ward staff * Other members of the multi-professional clinical team * Health Records and IM&T departments * Central Support Team * Breast Reconstruction nurse * All members of the breast MDT | | |
| **ORGANISATIONAL CHART** | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| **Administrative functions**   * To manage and monitor the DIEP and in-patient and day case waiting list to ensure that waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy. This will include the use of EPIC as appropriate, and liaising with senior staff to answer queries about waiting times * To manage the waiting list to ensure waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy and that patients are ready for surgery as they near the top of the waiting list * Responsible for identifying patients at risk of not meeting NHS waiting times standards, and to notify the relevant Consultant and escalate to the senior management team as appropriate * Ensure all Referral to Treatment pathways are correctly completed on EPIC in real time * Use multiple computer systems as required within the department such as EPIC, NHS E-referrals, CRIS * Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC in line with Trust Information Governance policy * Respond to complaints where appropriate, escalating to Line Manager if unable to resolve   **Service delivery/improvement**   * To manage the consultants’ diaries (this will include informing all appropriate people/departments of annual or other leave of members of the clinical team) * To support secretaries and members of the admin team to achieve the delivery of a high quality service * To promote a learning culture and support the sharing of best practice within the team * To coordinate and organise the attendance of patients to outpatient, inpatient & day case appointments in line with local team and Trust arrangements as instructed * To work with the team to ensure adequate cover is in place during periods of leave * 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 * To have a flexible approach to working hours to meet the demands of the service  1. Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies   **Oncoplastic Breast MDT coordination**   * To provide administrative facilitation to the MDT meetings, including preparing, organising and circulating lists of patients for discussion, and ensuring MDTs run as smoothly as possible to reach their full potential in discussing all reconstructive patients. This includes the use of video conferencing and IT equipment as necessary, the location and retrieval of diagnostic information and ensuring facilities are booked * To ensure MDT decisions relating to the individual patient’s management plan are accurately recorded on electronic systems as part of the MDT meeting and subsequently distributed to appropriate staff, including referring Trusts and GPs, within three working days * To attend fortnightly MDT meetings and input live information on to the relevant database including the recording of the outcome of each discussion and any actions to be taken. * To accurately record attendance for MDT meetings, including those team members who participate via video conferencing. This includes the recording of a cancellation reason in the event of a MDT meeting being cancelled * To work with the Breast Reconstruction Nurse to ensure that tests, appointments and treatment are arranged as agreed at the MDT meeting * To organise and minute an annual MDT operational business meeting   **Waiting time monitoring for patients with cancer undergoing immediate reconstruction**   * To proactively track patients to ensure their pathway through the system is smooth and efficient and achieves appropriate targets. This will include liaising with various departments to facilitate the timely booking of diagnostic tests and treatments * To ensure all patients’ progress is accurately recorded and updated in a timely manner on the cancer tracking system, managing their entire patient pathway, including post 62 day care * To ensure that all new patients’ treatments are booked within target times and that any potential breaches of waiting standards are clearly escalated to the clinical team and appropriate manager in a timely way * To contribute to the validation of the monthly cancer waiting times submission to the Department of Health, using the relevant data sources, to ensure data is accurate and national cancer minimum data sets are complete * To liaise regularly with the Cancer team, members of the MDT and Divisions to complete breach analysis forms, identifying delays in treatment and potential remedies and locating missing data as necessary * To attend weekly cancer Patient Tracking List (PTL) meetings, to report on progress of patients through their pathways of care and against waiting times targets and to complete remedial actions which result from the meeting * To contribute to the analysis of breaches and the redesign of cancer pathways as necessary including tasks relating to capacity and design exercises   **Communication**   * To communicate with patients 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 patients, staff and other parties with required information in a friendly and professional manner. * Liaise within the multidisciplinary team to ensure essential patient information is available * Inform patients of any short notice changes of appointment or admission dates, wherever possible providing them with alternative dates * Make and receive telephone calls both external and internal according to Trust standards * Take messages, ensuring they are actioned and/or received by the correct recipient * Communicate effectively including discussion and written communication * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance * Provide excellent customer care, in a calm and professional manner – some situations may be challenging * Organise and/or support meetings through effective communication   **Human Resources**   * Provide accurate information to the Line Manager to enable the updating of the Trust HR/payroll system (ESR) in relation to employee records i.e. mandatory training, absence. * Support recruitment and induction of new members of staff * May be required to provide training to junior staff on systems and processes   **Governance**   * Undertake training as required to maintain competency/comply with trust policies * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal * Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures * Comply with any relevant HR policies   **Resource Management**   * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas * Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service   **Additional Responsibilities**   * The post holder will be expected to carry out any other duties as required, commensurate with their pay band * The post holder will be required to facilitate and support new starters to carry out their role * The post holder will understand the limitations of the role and how to access support   **Trustwide 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 themselves 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:  Compassion  Integrity  Inclusion  Empowerment  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. | | |
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| **POST** | DIEP and Oncoplastic Breast MDT Co-ordinator | |
| **BAND** | 4 | |

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| **Requirements** | **Recruitment** | **1st PDR (or award of increment)** |
| **QUALIFICATIONS / TRAINING:**  Educated to ‘A’ Level standard or equivalent administration experience  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English or equivalent administration experience  NVQ level 3 in Business Admin or equivalent or equivalent administration experience  ILM Level 3 Award in Management or equivalent or equivalent administration experience  AMSPAR/Medical Terminology qualification or equivalent administration experience | **E**  **E**  **D**  **D**  **E**  **E** | **E**  **E**  **D**  **D**  **E**  **E** |
| **KNOWLEDGE / SKILLS:**  Proven ability to motivate staff & encourage teamwork  Ability to promote good working liaisons between staff  Ability to support others  Ability to effectively support staff on a day to day basis  Ability to deal with members of a multidisciplinary team  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to co-ordinate complex diary management  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of EPIC or equivalent information system  Analytical skills & ability to problem solve  Good decision making skills  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Accurate Audio Typing  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Thorough understanding of NHS performance targets  Understanding of the basics of Finance and Health & Safety | **E**  **E**  **D**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG | **E**  **D**  **D** | **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES:**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIRMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | **E** | **E** |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | x |  |  |