

## 1. JOB IDENTIFICATION

Job Title:	Endocrinology and Diabetes Service Coordinator
Responsible to:	Service Development and Administration Manager
Department(s):	Acute Administration – Department of Paediatric Endocrinology and Diabetes
Directorate:	Women Children & Associated Services
Operating Division:	NHS Lothian Universities Division
Job Reference:	<b>088178 R1</b>
No of Job Holders:	One of 1 W.T.E.

## 2. JOB PURPOSE

To provide a comprehensive administrative service to clinicians and other members of the multi professional endocrinology and diabetes team, contributing to the efficient day to day running of the Regional Service.

Responsible for coordinating all administrative and secretarial aspects of service delivery to the clinicians and other members of the Paediatric Endocrinology and Diabetes Service.

To undertake a Personal Assistant role to the Departmental Lead Clinician.

Responsible for maintaining service databases and co-ordinating endocrinology Outreach Service and sub-specialty clinic appointments.

## 3. DIMENSIONS

### **Supporting Paediatric Endocrinology and Diabetes Service:-**

Co-ordination of departmental activity, with the provision of support to the multidisciplinary Endocrine and Diabetes Service Team. This includes supporting the following staff -

1x Departmental Clinical Lead  
4 x Endocrinology and Diabetes Consultants  
1x Associate Specialist  
7x Diabetes Nurse Specialists  
2x Endocrine Nurse Specialists

1 x Insulin pump/CGM coordinator  
1 x Admin Asst (TBC)  
1 WTE coordinator (this post)

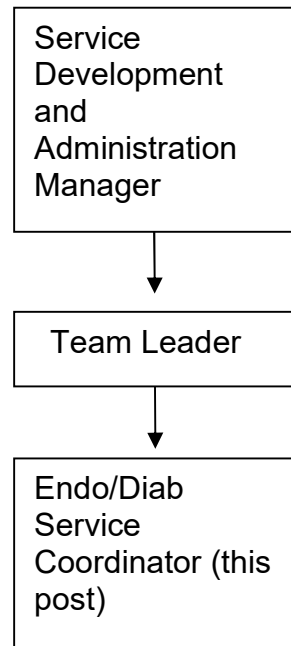
### Financial Responsibilities

Responsible for the procurement of office supplies and, in conjunction with the departmental Lead Clinician, processing the procurement of clinical supplies as required.

The post holder will not have direct responsibility for the departmental budget but will assist the Departmental Lead Clinician in the reviewing/monitoring of expenditure.

The post holder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Department operates within Children's Service Directorate and is a Regional Service for Endocrinology and provides a Lothian wide service for diabetes, for all patients aged up to 18 years.

Endocrinology: The team delivers Lothian wide paediatric endocrinology services and regional support by telephone, email, VC and outreach endocrine clinics performed jointly with local link paediatricians in NHS Borders, NHS Highland, NHS Tayside, NHS Fife and NHS Dumfries and Galloway. The population covered by the tertiary service is approximately 2.5 million. The NHS Lothian Endocrine Service is multidisciplinary and brings together specialist medical, nursing, dietetic, psychology, biochemistry and pharmacy support. An in-patient and outpatient service and tertiary level support is provided. General endocrine clinics are run every week for both new and known patients. Sub specialist clinics cover: late effects of childhood cancer, metabolic bone disease, Turner syndrome, disorders of sex development, adolescent gynaecology and Prader Willi Syndrome. There is close liaison with colleagues in neonatology, clinical genetics, reproductive medicine and gynaecology, adult endocrinology, Scottish Transgender Service, and the Scottish Genital Anomalies Group (SGAN). There are formal links with adult services (endocrinology, gynaecology/reproductive medicine) and with other specialist services (oncology, paediatric surgery, paediatric neurosurgery, radiology, biochemistry, psychology, dietetic and social work).

The RHCYP team delivers paediatric and adolescent diabetes care for all patients (around 400) in Lothian. The clinics are held at RHCYP and St John's Hospital, Livingston for children aged 0-14 years, and 4 adolescent clinics for patients aged 14-18 years, shared with our adult diabetes colleagues at Western General Hospital, Royal Infirmary of Edinburgh, East Lothian Community Hospital, Haddington, and St John's Hospital, Livingston. Inpatient care is provided at RHCYP for all patients up to age 16 years.

The Department supports two national clinical databases: Endocrine Clinical Audit System (CAS) run through the Scottish Paediatric Endocrine MCN, and SCI diabetes. In addition, local databases are maintained for patient communication

## 6. KEY RESULT AREAS

### Administrative Function

To support diabetes and endocrine teams to run efficiently and effectively by optimising patient care and service development as follows:

1. To develop and manage the diabetes and endocrine databases, to support optimising care, and data collection for audit and workload purposes.
2. To manage and coordinate endocrine and diabetes activities under the direction of clinical staff. For example, book patients for PIU, RHCYP OP clinic, YP diabetes clinic across 4 adult sites, track endocrine investigations and generate letters to parents and primary care. This includes taking lead in weekly spreadsheet planning for each diabetes clinic in paediatric and YP clinics in NHSL
3. To co-ordinate appointments for the RHCYP endocrine Outreach Service clinics, ensure timely transfer of essential endocrine data for patients attending outreach clinics. Make travel arrangements for medical staff and nursing staff attending outreach clinics – for endocrine and YP diabetes, and ST J paediatric diabetes clinics.
4. Provide administrative support for the triaging of new endocrinology referrals and management of new patients with diabetes presenting acutely. Plan admissions for patients who required review of glycaemic control, surgery, detailed endocrine investigations and assessment.
5. Provide a point of contact for parent enquiries and endocrine and diabetes medical staff, for example responding to parent enquiries generated from letters sent to parents.
6. Co-ordinate sub-specialty clinics creating and maintaining a patient list for each sub-specialty clinic and ensure patient information added to Endocrine CAS database (metabolic bone, late effects clinics, Turner clinic, Prader Willi clinic), and support use of CAS at outreach clinics by linking with local administrative support, and process referrals and follow up appointments.
7. Ensure any relevant correspondence from other centres involved in the care of these patients is uploaded to TRAK.
8. To develop and implement departmental administration Standard Operating Procedures in liaison with team member and ensure that all staff members comply with these.
9. Co-ordinate medical staff rota for CoW, AL, SL, clinic allocation, clinic cancellations, team monthly rota, 3 monthly rota, annual rota. Co ordinate AL requests for medical staff, add to yearly planner, and submit to Departmental Clinical Lead.
10. Coordinate ARU on call rota for all medical consultants.
11. Coordinate attendance of trainees from adult medicine, paediatrics and UG attending OP clinics and inpatient care for training.
12. Support use and development of RHCYP diabetes App and ECED website pages, and join core group, and facilitate sending alerts, and updating tiles on App.
13. Support use and updates to diabetes integrated care pathways (ICPS 1 to 10), and

facilitate progression to online version going forward. Role currently is A&E admin staff to contact diabetes admin staff on a weekly basis to inform diabetes team what Pathways and New Patient A&E Packs are required in A&E. Diabetes admin staff to take relevant documentation/packs to A&E and distribute appropriately. Pathway supplies monitored by diabetes admin and ensure pathways available as required. Admin support to facilitate progression going forward as appropriate.

14. Provide admin support for all local and national clinical meetings including coordinating dates, booking rooms and taking the minutes.
15. Responsibility for monitoring, ordering stationery and equipment and obtaining costings for new equipment/software specific to the endocrinology and diabetes service as required.

### **Personal Assistant Role**

16. The post holder is expected to provide a comprehensive personal assistant service to the Departmental Lead Clinician which includes audio typing of clinical and administrative correspondence, provision of reasonable cover during the absence of administrative colleagues within the team and responsibility for all relevant patients' records and ensure availability of records to team members and external agencies where appropriate.
17. Provide organisational and administrative support to local team meetings including preparing agendas, record and transcribe minutes, distribute documents and highlight and follow up action points with appropriate team members.
18. To organise and maintain the departmental diary of appointments and organise the efficient running of all teaching/study days and workshops, and email databases.
19. In conjunction with the Departmental Lead Clinician, co-ordinates and facilitates, by scheduling, sending out and storing necessary paperwork, staff Personal Development Plans, performance reviews and recording of annual and sick leave and organises the departmental staff rota ensuring adequate and appropriate staffing levels in support of clinical workloads.
20. Responsible for taking forward aspects of service development such as I.T projects relating to service administration and aspects of endocrinology and diabetes business. For example, liaising with the I.T department to ensure that departmental processes/procedures are recorded in an efficient manner

### **Information**

21. The post holder is responsible for the maintaining, collating, presenting and auditing of accurate activity data from CAS and SCID and will work closely with the Departmental Lead Clinician to facilitate the production of timely reports for submission to the Service Manager.
22. Ensure patient records, service databases and data collection processes are maintained and updated to meet the needs and standards of the department. Make appropriate recommendations for improvement to data collection processes as necessary.
23. Interpret and monitor departmental activity across the service as required. Support demand and capacity planning for the service, including accurately recording departmental referral activity and associated waiting times.

## 7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

Personal Computer – Microsoft Office software, Outlook etc to produce correspondence, extracts and record information.

Printer - Printing of letters, scan and upload patient documentation to SCI store, SCID and TRAK.

Photocopier/Scanner – duplicating/scanning information.

Audio equipment – transcribing clinical information.

Telephone/Voicemail – Communication internally and externally.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

**SCI Diabetes** – national diabetes database.

**CAS** – national endocrine clinical audit system

**TRAK**

**G2.**

**Electronic data storage** e.g. Word, Excel, Access obtaining, inputting, searching, updating and producing information.

**Intranet and internet** for locating/researching information.

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

Workload is generated by the clinical caseload and professional roles of the multi-disciplinary departmental clinical team.

The post-holder is expected to work autonomously in the coordination of the administrative function of the specialist service and manage their own workload in order to achieve objectives within agreed timescales; however they can seek advice from the line manager/other team members when appropriate.

The post holder works directly to a Line Manager (Admin Team Lead).

A review of work/performance is undertaken by the line manager on an ongoing basis with a formal review, appraisal and personal development plan in line with NHS Lothian PDPR process.

Attend regular team meetings to discuss work plans and issues with Departmental Clinical Lead/Team.

## **9. DECISIONS AND JUDGEMENTS**

The post holder requires to work independently in the absence of supervision and to determine best practice for the services, as well as the capacity to make procedural decisions and judgements while demonstrating good interpersonal skills. For example, negotiate with key personnel (e.g. Departmental Clinical Lead and Service Leads) to submit clinical information, necessary to maintain the Electronic Patient Records system and SCID, CAS , on time, and to prompt them whilst having appreciation of their workload pressure to ensure that reports and results are available to other clinicians. The post holder will then ensure that necessary patient results/ information are relayed back to the GP/referring clinician.

The post holder will make decisions regarding their own workload, prioritising what can be achieved and escalating any issues out with own remit.

The post holder will make informed decisions or judgements about situations or issues where a course of action is needed, determining the nature of the problem or situation, and deal with it in a methodical way. For example, the post holder will decide the best way to handle patient queries and deal with them appropriately, such as directing patents on the best course of action should their referral to the service have been misplaced.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Sole responsibility for the administrative management and coordination of the endocrinology and diabetes departmental services.

Using problem solving skills and sound judgement in order to maintain service efficiency and effective delivery of patient care.

Using judgement to ascertain best approach to a patient's parents and relatives. For example, using tact when discussing waiting times for assessment or access to technology with parents who feel that their child requires a more urgent action.

Obtaining and retaining an up-to-date and comprehensive knowledge of a wide range of aspects of care for endocrine and diabetes patients. For example, the post holder will be able to identify staffing capacities required for certain diagnostic tests, and how to direct families in relation to diabetes technology.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will liaise with a range of NHS and non-NHS staff across Scotland and wider afield regarding the sharing of clinical information.

The post holder will communicate effectively with colleagues at all levels (listed below) and deal with the general public in a sensitive and helpful manner. This will involve dealing with sensitive information regarding patient information.

Departmental Clinical Lead regarding the day to day activity of the department, assisting with scheduling out-patient clinics (local and outreach), in-patient activity (both at RHCYP and NNU) and clinical meetings.

Service day-to-day leads.

Medical/Surgical Consultants, Junior doctors and GPs within and out-with the hospital regarding telephone calls, email and written correspondence and face to face enquiries evaluating priority and directing calls appropriately.

Diabetes and Endocrine Nurse Specialists in Lothian

Diabetes Dietitians  
Clinical biochemists  
Psychology – CAMS, PPALS, and Sandyford Transgender team  
Support service staff (including eHealth, Estates) to ensure smooth running of the department  
External agencies including social work, charities and medical devices companies.  
Patients\* and their families mainly by telephone regarding their appointments or to complete appropriate paperwork relating to their child.

\*often young children with life threatening/life limiting conditions.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Demands:**

70% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

Keyboard skills requiring high degree of speed and accuracy.  
Frequent moving and handling of patient records how often.

### **Mental Demands:**

Concentration when transcribing notes, filing/uploading, dealing with enquires and entering patient data into various systems, i.e. local databases, TRAK, SCID and CAS.  
Sustained periods of concentration are required while inputting and retrieving clinical data and generating or analysis reports, attending meetings and taking minutes.  
Prioritising and delegating workloads to clinical staff to ensure service delivery needs are met.  
Working in a busy environment with frequent interruptions.

### **Emotional Demands:**

Exposure to clinical information which can sometimes be distressing.  
Dealing with distressed or anxious patients/carers with tact, diplomacy and discretion.  
Actively listening to callers and dealing with issues of grievance diplomatically.

### **Environmental Demands:**

Extended use of VDUs.  
Occasional verbal aggression.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SCQF Level 8 e.g. HND in administration or HNC/SVQIII in Business Administration **plus** significant experience working in a administrative or PA role in a large organisation

Knowledge and experience of running/maintaining databases/record keeping systems.  
Knowledge of specialist medical terminology.  
Efficient Organisational, oral and written communication skills.  
Advanced keyboard skills and knowledge of I.T software packages.  
Experience of clinical diagnostic data systems and associated diagnostic pathways.  
The post holder requires a high level of confidence and ability to complete a task and select effective approaches to solving problems.

## 14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: