

NHS Grampian

Agenda for Change Job Description

SECTION 1

JOB IDENTIFICATION	
Job Title:	Enhanced Community Support Co-ordinator/Administrator
Department(s):	ACHSCP
Location:	City Hospital/Remote

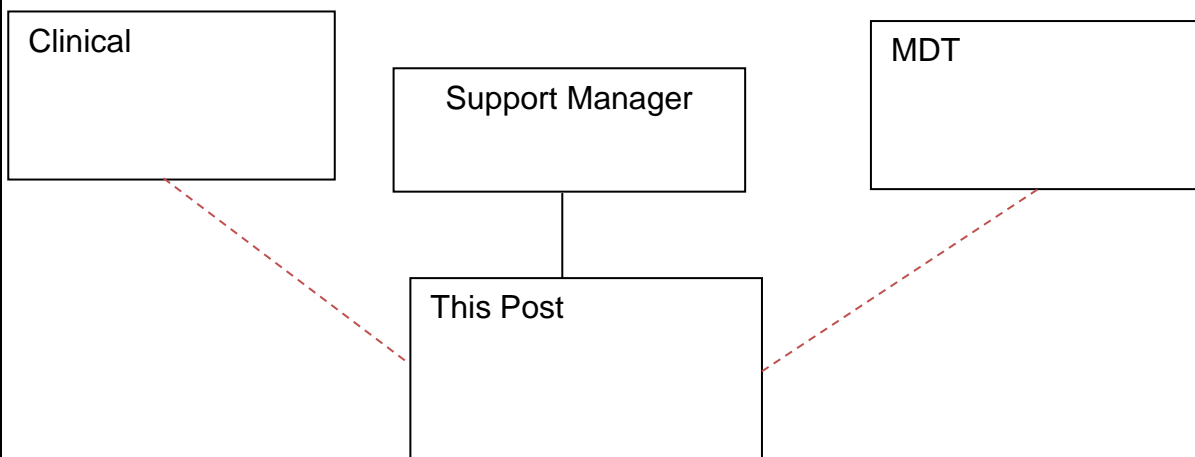
SECTION 2

Job Purpose – the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.

This job exists to assist in the ongoing development and co-ordination of the Enhanced Community Support (ECS) Service based within the City HSCP. The post holder will co-ordinate the daily ECS Huddles and weekly MDT Meetings supporting all Health and Social Staff, including GPs to access the meetings, record outcomes of decisions made and feedback these outcomes as required. The post holder will manage and complete other administration duties, data collection and analysis for performance and evaluation purposes.

Information governance aspect of the role to be added

Organisational Chart



<p>1</p>	<p>Communication and Relationship Skills</p> <p>Provide and receive complex information; persuasive, motivational, negotiating, training skills are required <i>Exchanges confidential sensitive or contentious information with staff, patients, carers, which require persuasive skills where agreement and co-operation is required - Level 4</i></p> <p>Communicate professionally, internally and externally with a range of health professionals throughout NHS Grampian, Local Authorities and voluntary sector, where tact, diplomacy and persuasive skills are required. Communicate sensitive, confidential patient or staff information, some of which could be complex in nature, by telephone or email, MS teams Communicate information to a wide range of NHS colleagues where there may be a requirement to use empathy and reassurance skills to summarise information. Monitor telephone calls, prioritise and action incoming telephone calls and enquiries in relation to the ECS Huddles. A primary requirement within ECS is to input data in real time and provide prompt feedback to all clinicians. Build up links with referring GP's to support increased presence within the ECS huddles. The post holder should demonstrate the ability to effectively listen to enable accurate recording of outcomes and decisions made at each meeting.</p> <p><u>Contacts within NHSG</u> ECS/Virtual Ward Steering Group Business Support – guidance and support MDT Team Members Dept of Health Informatics – IT strategy and Data Protection matters Other departments as required</p> <p><u>External contacts:</u> GP Practices Bon Accord Care ISD – Information management Care Management</p>
<p>2</p>	<p>Knowledge, Training and Experience</p> <p>Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge <i>Knowledge of secretarial and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience to Vocational Level 3 or equivalent; plus knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures - Level 4</i></p>

	<p>In order to understand and interpret the medical notes, the post holder will need:</p> <p>Proven and sustained Secretarial/ Administrator experience, preferably gained in a similar environment. Experienced to SVQ Level 3 or equivalent. Additional experience with problem solving of non routine issues. Previous data collection experience. Ability to review content of medical records. Provide training on the role to other Admin staff to support at times of leave Accuracy of collection, input and interpretation of information is paramount. Theoretical knowledge – specialised terminology, abbreviations, and acronyms Ability to use own initiative, prioritising own tasks in complex situations to meet multiple deadlines General understanding of the anatomy and neurological systems A basic understanding of the significance of diagnostic tests and therapeutic interventions Confidentiality and sensitivity when dealing with difficult issues. Ability to prioritise and work unsupervised Recognition of the names and categories of equipment used Policies and practices– knowledge of the legal implications of the Data Protection Act and how it relates to collection, storage, and use of information within this post. An understanding of the Audit process and the ability to carry out validation of data as and when required. Lateral thinking and ability to consider different approaches to working and problem solving.</p>
<p>3</p>	<p>Analytical and Judgemental Skills</p> <p>Judgements involving facts or situations, some requiring analysis <i>Exercises judgements when dealing with e.g. staff, patients, carers, external contacts/clients - Level 2</i></p> <p>The post holder will carry out analysis and calculations as well as prepare reports and presentations for the team. Exercise judgment when escalation of urgent deadlines, staff or patient issues is required to Line Manager. Record the MDT specific feedback from patients discussed at the ECS Huddles onto Trak Care Collect data in relation to evaluation project</p>
<p>4</p>	<p>Planning and Organisational Skills</p> <p>Plan and organise straightforward activities, some ongoing; plan and organise complex activities or programmes, requiring formulation, adjustment <i>Plans and organises own time/manages filing system, plans e.g. conferences - Level 2</i></p> <p>Responsible for monitoring and managing the daily and weekly ECS Huddles on behalf of the MDT Teams, including postponing, cancelling or rescheduling meetings as required. Responsible for ensuring there is admin cover at time of planned leave</p>

	<p>Arrange for patients to be presented at the huddles by manging the daily activity and weekly patient lists.</p> <p>Ensure the ECS Teams site is maintained and all information and resources are kept up to date</p> <p>To work on own initiative, planning workload and setting personal priorities in relation to secretarial and admin work, reprioritising throughout the day.</p> <p>Responsible for ensuring the smooth and efficient running of the ECS Huddles</p>
5	<p>Physical Skills</p> <p>Developed physical skills; advanced keyboard use Touch typing - Level 3(a)</p> <p>Practical knowledge – advanced keyboard skills required to use PMS, LABS, Word, Excel, PowerPoint and e-mail.</p> <p>Due to the nature of this post accuracy and attention to detail is imperative.</p>
6	<p>Responsibility for Patient/Client Care</p> <p>Assist patients/clients during incidental contacts/provides non-clinical advice, information to patients/clients/relatives Incidental contact with patients/communicates information with patients, carers relating to appointments, admissions Level 2</p> <p>Post holder will provide non clinical advice to patients regarding feedback. Listening to, recording and inputting patient information onto Trak Care on a daily basis.</p> <p>Feeding back patient related information verbally to GP/practice staff</p>
7	<p>Responsibility for Policy and Service Development</p> <p>Follow policies in own role, may be required to comment/implement policies and propose changes to practices, procedures for own area <i>Follows secretarial policies, may comment on proposals/implements secretarial policies and proposes changes to working practices for own work area</i> Level 1</p> <p>The post holder will actively participate when attending any meetings by commenting on the development of the ECS Huddles.</p> <p>They will engage and support colleagues/managers demonstrating knowledge and adherence to policies/guidelines and acting as an information resource.</p> <p>Adherence to best possible practices with regard to the Data protection Act – secure storage of paper copies, password protected database access, destruction of paper copies as per local policy.</p> <p>Confidentiality of sensitive information.</p> <p>Be familiar with and follow Datix Incident Reporting Procedures.</p>

8	<p>Responsibility for Financial and Physical Resources</p> <p>Maintain security of stock; authorised signatory small payments <i>Maintains stationery stock; authorised signatory for petty cash, payments – Level 1 (variation)</i></p> <p>Post holder will be responsible for the safe use of equipment needed for their role.</p>
9	<p>Responsibility for Human Resources</p> <p>Demonstrate own activities to new or less experienced employees/day to day supervision <i>Demonstrates duties to new starters/allocates and checks work of other office staff - Level 2</i></p> <p>The jobholder has a vital role in collecting and input high quality data and ensuring any staff covering the post are able to do so. Teaching clinical staff how to use any new software Support new MDT members by providing an induction to the ECS Huddles, e.g. adding to teams site, arranging shadowing opportunities etc.</p>
10	<p>Responsibility for Information Resources</p> <p>Take, transcribe formal minutes; requirement to create, format databases, spreadsheets <i>Transcribes formal minutes of meetings; creates databases and or spreadsheets - Level 3(a)-3(b) – Level 3(c)</i></p> <p>Post holder will be responsible for the creation of documentation/spreadsheets for composing and producing written responses from the ECS Huddles. Maintaining the ECS Teams site and resources Overseeing the introduction of any new information systems/databases that may enhance the to the ECS Huddles and also teaching clinical staff how to use any new software Use of a PC, printer and usual office machinery such as telephone, photocopier Software: TrakCare, Excel, Word, Outlook, BOXI and internet/intranet. Collection of data from various sources including medical files as well as from documented or computer held information as necessary. Keep a record of number of patient and sources of referral at each huddle and present data quarterly or as required Develop in conjunction with the ECS/Virtual Ward Steering Group, both regular and ad hoc reporting needs. Develop these and ensure that they can be generated in a touch button way where possible e.g. provide data and analysis from the data sets for research/articles; provide individualised annual reports to consultant operators.</p>
11	<p>Responsibility for Research and Development</p> <p>Undertake surveys or audits, as necessary to own work <i>Completes e.g. staff surveys – Level 1</i></p> <p>Undertakes staff surveys as necessary.</p>

	<p>Occasional help is given to research staff by providing data and analysis from the data sets for research/articles.</p> <p>Participate in audit associated with the ESC</p>
12	<p>Freedom to Act</p> <p>Clearly defined occupational policies; work is managed, rather than supervised Accountable for own actions, manager available for reference – Level 3</p> <p>The post holders work is managed rather than supervised. Although the post holder is guided by clearly defined occupational policies and departmental procedures, they will have monthly one to one meetings with the Support Manager. Out with this, the post holder will be free to prioritise work and manage own workload under day-to-day direction of the Line Manager Has the autonomy and scope to produce ad hoc and routine reports for audit purposes on request. As the post holder has the freedom to act within professional policies and to seek guidance from others as necessary, he/she is accountable for his/her professional actions.</p>
13	<p>Physical Effort</p> <p>Frequent sitting or standing in a restricted position <i>Word processing and inputting</i> - Level 2(a)</p> <p>There will be frequent requirement for sitting in a restricted position at the computer for a substantial proportion of the working time.</p> <p>There may be a requirement for light physical effort when collating papers or handling bulky paperwork.</p>
14	<p>Mental Effort</p> <p>Frequent concentration: work pattern unpredictable <i>Concentration is required when transcribing a tape or shorthand notes, frequent interruptions</i> - Level 3(a)</p> <p>There is a frequent requirement for concentration where attention to detail is paramount e.g., as data is extracted from the notes, interpreted, transcribed to paper, and entered onto the electronic database.</p> <p>The work pattern will be unpredictable due to the post holder being expected to break concentration, to answer frequent questions/queries from colleagues and re-engage following interruptions.</p>
15	<p>Emotional Effort</p> <p>Exposure to distressing or emotional circumstances is rare/occasional distressing or emotional circumstances Limited exposure/type letters of a distressing nature Level 2</p>

	<p>Due to the nature of the post the post holder will occasionally be exposed to distressing or emotional circumstances e.g., taking minutes or typing reports pertaining to vulnerable adults.</p> <p>Acting as a first point of contact in a diplomatic and confident manner if required to escalate any concerns re the team dynamics within the huddles</p> <p>Ability to cope sensitively with emotional and distressed patients' information that will be shared at the huddles</p>
<p>16</p>	<p>Working Conditions</p> <p>Use VDU equipment more or less continuously Uses computer for significant proportion of the day - Level 2(e)</p> <p>Working conditions – use of VDU equipment more or less continuously on most days</p>

PERSON SPECIFICATION		
POST/GRADE ECS Co-ordinator, Band 4, Fixed Term		
LOCATION: H@H, Woodend, Ward 17		
<p>The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.</p>		
GENERAL REQUIREMENTS		
Factor	Essential	Desirable
Qualification	Good level of qualifications including English language qualification HNC, Diploma or equivalent level of knowledge	Business Admin or equivalent
Experience	Recent admin experience Technical IT skills Excellent communication skills and face to face patient / customer care Experience of liaising and relaying highly sensitive / confidential information with multi-disciplinary team	
Special Aptitude and Abilities	Excellent planning and organisational skills Advanced keyboard skills Ability to manage heavy and diverse workload	Knowledge of NHSG structure, policies and procedures Knowledge and experience of data quality and data collection
Disposition	Excellent interpersonal skills Ability to communicate with people in different disciplines and roles Polite, helpful and caring Confident disposition Discrete and tactful Flexible / adaptable Conscientious	
Physical Requirements	Smart appearance Good general health Good attendance record	
Particular Requirements of the Post	Ability to handle sensitive, confidential information and situations with discretion, tact and diplomacy. Ability to prioritise workload to ensure that	

	work is planned and managed A co-operative and positive attitude to change	
--	---	--