#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title: Insulin Pump Co-ordinatorResponsible to (insert job title): Directorate Assistant (& Diabetes Nurse Specialist)Department(s): Diabetes and EndocrinologyDirectorate: Outpatients and Associated ServicesOperating Division: AcuteJob Reference: 156786No of Job Holders: 2Last Update (insert date): November 2016 |
| 2. JOB PURPOSE |
| To develop and maintain an administrative infrastructure that enables the effective delivery of Type 1 diabetes education and equipment supplies, to diagnosed patients across Lothian by acting as the coordinator for the Insulin Pump Programme.To work closely with the patient clinicians and educators (diabetes specialist nurses, practice nurses, dieticians) regarding the planning and delivery of patient education courses.To continuously develop and maintain an effective secretarial and administrative service to the Insulin Pump Programme. |
| **3. DIMENSIONS** |
| * Manage overall Insulin Pump pathway including processing all referrals for diagnosed Type 1 patients from all hospital centres across Lothian and those out of area.
* Liaise with and coordinate courses for venues with Insulin Pump trainers (dieticians, practice nurses, diabetes specialist nurses and Insulin Pump suppliers).
* Provide an administrative function for the ordering of specialist Insulin Pump equipment, supplies, materials and resources subject to budget holder approval.
* No staff management or budgetary responsibilities associated with the post.

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 |
| Please also see Appendix 1.Outpatients Service ManagerDirectorate AssistantDiabetes Nurse SpecialistInsulin Pump Co‑ordinator(THIS POST) |
| 5. ROLE OF DEPARTMENT |
| The Directorate of Outpatients and Associated Services sits within the Acute Services within NHS Lothian. This Directorate is responsible for:* The management of all external healthcare provision to ensure that adequate resources are available to meet waiting times legislation.
* The operational management of Outpatient Services across NHS Lothian to effect the implementation of standardised, efficient and patient-centred pathways and processes.
* The management of all non-emergency inpatient transport through a single point of contact, the NHS Lothian Transport Hub.
* The development of an integrated approach to all patient transport which supports both scheduled and unscheduled care and the integrated health and social care agenda.
* The management of acute diabetic and endocrinology services across Lothian, ensuring the service is patient centred and responsive to the needs of this long term conditions patient group
* The redesign of outpatient services across NHS Lothian, standardising processes to optimise capacity and exploring and implementing new ways of working to optimise the experience for the patient.
* The development of a Flow Centre for all acute services in NHS Lothian, which will support the incoming and discharging flow of patients in real time across all sites.
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| 6. KEY RESULT AREAS  |
| 1. To organise the overall pathway for Insulin Pump referrals by acting as the first point of contact and to liaise with patients and staff to book the appropriate course with regards to date and venue.
2. To ensure all appropriate clinical staff are aware of the referral pathways for the Insulin Pump service, by contributing to the drafting of communication to patients, staff and Pump Suppliers
3. Responsible for maintaining the Insulin Pump referral waiting list, ensuring receipt of all referrals and accurately processing of patients onto scheduled demo courses timeously and to arrange, as necessary, observers on the course (GPs, Nurse Practitioners and Practice Nurses etc).
4. To ensure patients, clinicians and suppliers receive details of all courses including appropriate maps and directions in advance of the course and to communicate with referrers following patients’ attendance/non attendance on the course by letter.
5. To book venues as required according to the pre planned programme of course dates and maintain accurate records of courses including patient attendance.
6. To attend Demo and Pump Start meetings which are held throughout the year, as required
7. To coordinate all Insulin Pump patient orders for new and replacement pumps, recording accurate detailed information for financial reporting.
8. To coordinate resources so that Diabetes Nurse Specialists and suppliers can effectively deliver courses and to prepare and maintain stock of all paperwork, e.g. referral forms, standard letters, maps.
9. Responsible for ordering and maintaining stocks of Insulin Pump course materials from suppliers and PECOS, making up Demo and Start packs and distributing to all sites.
10. To ensure all biochemical and other relevant data is collected for all patients in advance of patients attending courses.
11. To act as the first point of contact for enquiries and complaints from both patients and GPs regarding the Insulin Pump service, resolving or escalating to the Diabetes Nurse Specialists as necessary and to provide supporting information as necessary for their resolution.
12. Produce and send out all patient information and correspondence relating to any changes to the patients Insulin Pump supplies.
13. Liaise with suppliers regarding pump warranty expiry dates, patient enquiries, patients change of details and update lists and documents as required.
14. Develop and maintain processes to ensure all Insulin Pump patients moving into and out of area are captured on the Insulin Pump Funded List.
15. Organise and attend Insulin Pump Operational Group meetings as required and take minutes, specifying decisions made and appropriate follow-up actions required for subsequent approval by the senior member of the group and circulate minutes to the group.
16. To collate and submit reports to the Diabetic Specialist Nurse and Directorate Assistant with management responsibility for the Insulin Pump service.
17. General administrative duties including filing, photocopying, stationery ordering, and data input to and/or extraction from databases or spreadsheets, reporting and producing correspondence as required.
18. To ensure that data is kept secure and to maintain the confidentiality of staff and patients at all times.
19. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer – to communicate, extract and record information.
* Photocopier – duplicating information.
* Telephone – communication both internally and externally
* Shredder
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| **7b. SYSTEMS** |
| * Office filing system used for pending results, and correspondence for attention/action
* Electronic data storage e.g. Word, Access, Excel, PowerPoint used for obtaining, inputting, searching, updating and producing information
* Microsoft Outlook - Emails, diary management, extensive contact list, creating and maintaining email groups
* Internet Explorer - Internet searches
* Appropriate local systems and coding where required for recording patient activity and producing correspondence
* Patient administration system for inputting, searching, recording, storing and retrieving information (PiMS / Trak / SCI Store / SCI Gateway)
* Incident recording system (DATIX)
* Personal Development recording system (Eksf)
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Workload is dependent on the number of referrals received
* Workload is not assigned but directed by service need
* Line Managed by Directorate Assistant for Service
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| **9. DECISIONS AND JUDGEMENTS** |
| * Postholder is required to work unsupervised on a daily basis and will be expected to show initiative and judgement in setting up the control and management systems described above, noting medical requirements for each patient to ensure that referrals are complete, setting up an Excel spreadsheet to record details of all courses organised, together with the numbers of patients attending and those who “DNA”.
* Postholder will use their own initiative in knowing when to refer more complex issues to specialist diabetic nurse/dietetic team/Directorate Assistant e,g. phone calls from patients who wish to discuss medical issues, and referrals for patients with complex medical histories.
* Use own discretion to deal with urgent matters escalating to DSN and DA
* Postholder is expected to prioritise/re-prioritise workload dependent on needs of the service.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Prioritising and planning a challenging workload to meet constant deadlines.
* Dealing with patient issues of a sensitive nature.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Daily telephone, written and electronic communication with patients, Diabetes Nurse Specialists and other health care professionals to ensure smooth running of service.
* Personal, written, telephone and electronic communication on a regular basis with staff at all levels within NHS Lothian including, clinics, health centres and other departments.
* Diabetes Nurse Specialist and the Directorate Assistant for the Diabetes Service regarding budget expenditure and approval, reporting for National Government targets.
* First point of contact for Diabetes Nurse Specialists across the sites and suppliers, regarding the Insulin Pump service and patients referred to and on the Insulin Pump service.
* Liaise with the suppliers regarding the ordering of specialist materials and equipment and keeping up-to-date with developments, good practice and new resources etc.
* Postholder must acknowledge the confidential and sensitive nature of the topics discussed and use skills of tact and diplomacy.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Physical:
	+ Keyboard skills requiring high degree of speed and accuracy
	+ Sit for prolonged period – daily
	+ Lifting and unpacking of deliveries/boxes – occasionally
	+ Lifting and moving lever arch files - frequently
* Mental:
	+ Concentration required when undertaking administrative role and when preparing reports – this work is regularly interrupted by telephone calls or visitors
	+ Working to deadlines – daily
* Emotional:
	+ Exposure to clinical information/bereaved/upset patients and/or relatives can at times be distressing
* Environmental:
	+ Use of VDU on a daily basis
	+ Dealing with aggression over the telephone – rarely
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * The postholder is required to be educated to SVQ3 LEVEL or have substantial relevant equivalent experience
* Previous experience working in an administrative role
* Excellent communication skills
* Proficient in using PC and software packages with advanced keyboard skills, including significant knowledge of Microsoft Office Excel, Word and Outlook packages
* Organisational, oral and written communication skills.
* Good working knowledge of computer software packages.
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: | Date:Date: |

