NHS TAYSIDE – AGENDA FOR CHANGE Caje SC06 - 5277NB

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Medical Education Administrator |
| Department(s)/Location | Directorate of Medical Education |
| Number of job holders | 8 |

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| JOB PURPOSE The Directorate of Medical Education is responsible for developing, managing and delivering a range of high quality and cost effective medical educational services within NHS Tayside to specifications required by the General Medical Council, associated Medical Schools and the Boards strategic and operational framework.  The Medical Education Administrator will work as a member of the Directorate of Medical Education based in NHS Tayside. In addition to the general work of the Directorate, the post holder will have a number of key duties and responsibilities, supporting Educators and Learners. This post will provide a pivotal coordination role and administrative support for the delivery of Medical Education within NHS Tayside.  Furthermore, the post holder will work with and support key personnel within the health board to improve the work experience program for students interested in pursuing a career in medicine. |

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| ORGANISATIONAL POSITION The post holder will be part of the Directorate of Medical Education. They will report to the Medical Education Co-ordinator as their line manager and work with all members of the Directorate of Medical Education Team, Educators and Learners in NHS Tayside. |

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| SCOPE AND RANGE The post holder will support the teaching and training delivered within the health board and provide crucial support to ensure that NHS Tayside delivers the General Medical Council and NHS Education Scotland requirements for teaching and training.  This includes quality assurance of medical education activities, improving the quality of medical education delivery and compliance with Core Competency for teachers and trainers, the recording of teaching and training in job plans and appraisal.  Educators and learners include multidisciplinary staff at all levels within NHS Tayside and University of Dundee Medical School including:  Directorate of Medical Education staff  Medical Students (Dundee, ScotGEM, overseas 800+)  Speciality Trainees (400+)  Foundation Doctors (190+)  Teaching Leads/ Block Organisers, Undergraduate Teachers/ FA Supervisors (80+)  Teaching Fellows  Training Programme Directors  Service Leads  Educational Supervisors  Clinical Supervisors  Employment Services  Medical Staffing  Nursing Staff  Allied Health Professionals  Administrative Staff  eHealth Departments  Support Services  The post holder is also required to liaise with external organisations from a wide range of disciplines including:  NHS Education Scotland Postgraduate Deanery  Medical Education staff in other boards  Scottish Ambulance Service  GP Out of Hours Service |

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| 1. **Main Duties/Responsibilities** | |
| Responsible for the provision of an efficient, high quality and confidential business, administrative and personal assistant support service to the Directorate of Medical Education and its Educators and Learners. The post holder is responsible for a wide range of duties and is expected to maintain complete confidentiality at all times and to represent the Directorate of Medical Education in a professional, efficient and courteous manner.  **Undergraduate Teaching Blocks:**  The post holder will support education leads in the delivery of medical education to medical students/learners. Supporting and contributing the design and development of clinical placements/teaching blocks and undertaking the implementation and organisation of the blocks ensuring all required objectives by MBChB are achieved. This will include the creation of timetables/rotas, organising workshops (in person or virtual), introductory and continual communications to medical students/learners, ensuring medical students/learners have access to all tools and resources required for their clinical placement, finally collating and communicating assessment results to education leads, medical students/learners and University of Dundee Medical School.  Facilitating online teaching by creating ms teams for individual specialities and uploading work for the students to research prior to their sessions. Also requesting/ensuring blackboard collaborate online classrooms have been created for various specialties as required. Upload presentations for tutors/students and send the links to the groups who are due to attend each session. Setting reminders for tutorials and important tasks in relation to the session.  Ensure information on online communication and resource tools (eg Medblogs, Delta) used by to medical students/learners when on their clinical placements is accurate and up to date.  Act as the main point of contact for students when on their clinical placements, being the integral link between them and education leads/multidisciplinary staff disseminating information on behalf of the educational lead /clinical placement. Investigate, support and contribute to the resolution of any problems arising.  To deal empathically with the welfare needs of students who may have health and/or personal problems or other issues whilst they are on clinical placement. Support such students to ensure they have the opportunity to complete all required objectives and signpost to additional appropriate support if necessary. Handle sensitive and confidential information relating to students and to provide advice and assistance to students on a range of issues.  Extensive monitoring and management of various communication tools used by medical students/learners. Organising and rebalancing priorities constantly to ensure the range of differing tasks, varying needs and frequent interruptions are dealt with promptly, yet still delivered against own daily tasks. This will involve making adjustments to timetables or events at very short notice and communicating these changes to students and education leads ensuring the smooth running of the teaching blocks.  Assisting Educators in the annual quality review and redesign of teaching blocks for the next academic year, mapping out what went well, what needs changing following educator and learner feedback has been received.  **Recognition of Trainers (RoT):**  The post holder will log applications for trainers requiring recognition for named training roles, enter information on the national list of trainers and pass on applications to the Associate Director of Medical Education and NHS Education Scotland for review.  They will be the main point of communication for RoT queries which may be answered directly, or be passed onto the Associate Director of Medical Education with responsibility for RoT.  Create and maintain an administrative process to keep track of supervising clinicians that are recognised and appointed as trainers in line with General Medical Council requirements. This will include records of doctors being appointed to educational roles and supporting clinicians to evidence training in their educational role.  The post holder will collate, update and hold data on training courses undertaken by NHS Tayside Consultants with teaching roles, and make data available when requested, and to form part of the annual reporting process between NHS Tayside and the NHS Education Scotland, and subsequently the General Medical Council. Providing evidence to the General Medical Council that NHS Tayside have robust administrative processes in place to support the training environment, and also allow planning for local Faculty course facilitators to estimate the number of courses required for future use.  **Induction:**  Support the Directorate with Foundation Doctor Year 1 induction and shadowing week (annually at the end of July) working closely with Medical Staffing department and the local NHS Education for Scotland team.  The post holder will support the design and delivery of trainee doctor professional induction events, including the FY1 shadowing period.  Booking venues and/or online meeting sessions, catering if required, providing on the day administrative support as required. Liaising with subject matter leads on induction resources or training sessions/lectures, inviting participants, ensuring that multiple events are timetabled in an efficient manner, maintaining resources such as webpage’s and workbooks, acting as a point of contact for queries, creating and collating feedback.  Liaising with other departments or organisations that are involved in induction for example, HR, ehealth, Learning and Development.  Support the Directorate to develop a comprehensive ongoing NHS Tayside professional induction process for all trainee doctors, which will cover annual and mid intake appointments. Making sure that delivery of NHS Tayside induction meets local, national and professional standards.  **Quality Management Visits:**  NHS Tayside as a Local Education Provider hosting doctors in training is required to engage with the NHS Education Scotland Quality Management Visit Process. The postholder will support the Directorate to facilitate the preparations for a Quality Management Visit to services and training programmes within NHS Tayside.  Acting as the administrative point of contact for the visit, they will create a notification form to be shared with the service. This will detail the information about the visit (scope, reasons for the visit, timetable etc), and request all the information that the department needs to supply along with the deadline this must be achieved by. This information will then be collated, reviewed for correctness and sent to the visit team within set timescales.  For each visit the post holder will book rooms and/or virtual/online meeting sessions, catering if required and send out invitations to participants to the visit as required collating responses received.  Leading up to a visit the post holder will keep the Service Lead and Directorate of Medical Education Lead for the visit up to date with regards invitation responses, any issues arising that need resolved and any other information requested from them.  Post visits the post holder will share the immediate feedback report and final visit report with the Service Lead and Directorate of Medical Education Lead of the visit for further cascade.  **Medical Education Meetings:**  To arrange and attend meetings including preparation and circulation of all associate papers/documentation to those attending the meetings and a wider audience as appropriate.  Confidential minute taking including specifying decisions made and any action points for subsequent approval.  Responsible for taking forward allocated action points and to follow-up on any others to ensure parties are aware of and working towards completion timescales.  Setting reminders for meetings and important tasks in relation to a meeting.  **Other:**  Support and contribute to the design, editing and maintenance of Medical Education information and resources on the Directorate’s external and internal web pages.  Work as a flexible member of the team providing cover/assistance across the department as and when required. Support the training of new staff within the department undertaking the same or similar roles.  Organising and maintaining efficient and responsive administrative systems including keeping accurate records in line with policies.  Support projects undertaken by the Directorate of Medical Education and the implementation of new guidelines /standards from regulatory bodies in NHS Tayside. Support the team to develop all aspects of medical education activities, including quality, governance and projects. To undertake ad hoc projects from conception to completion as requested.  As requested using a variety of resources, access and retrieve information relating to specific aspects of work. Collate and manipulate feedback from a variety of different sources to identify any trends and/or highlight potential problems.  Responsible for managing communications received from Educators and Learners into the Directorate including electronic, paper, telephone and face to face, recognising these communications are important, flagging urgent issues to the relevant persons and taking forward those communications within remit of the role.  The post holder must use their own initiative, judgement and discretion to effectively manage their workload with minimum supervision, including delegated pieces of work, which at times are complex.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |

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| COMMUNICATIONS AND RELATIONSHIPS   Working relationships associated with this post are complex and need highly developed interpersonal and communication skills. It is essential therefore that the postholder is able to effectively communicate confidentially and sensitively, and have a good understanding of issues to be able to resolve difficulties where appropriate.  As the first point of contact for members of staff and students, the post holder will be required to deal with queries in a positive and proactive way.  Contact is required with Educators and Learners (as detailed in 4. Scope and Range)  The establishment of a positive and effective working relationship with Educators and Learners within the teaching environment is particularly important to support the educational environment.  It is therefore essential that the post holder has excellent written and verbal communication skills and is able to communicate confidently and effectively through written or verbal communication with the ability to establish and sustain effective working relationships.  The ability to communicate/organise communication with Educators and Learners whose first language may not be English.  Ability to use persuasion and negotiating skills to gain co-operation from Educators and Learners when proposing adjustments required to existing policies and processes. |

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| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder is expected to have the ability to work without direct supervision and be able to prioritise own workload and be flexible with the ability to work against a background of change.  The ability to manage own workload within conflicting priorities and deadlines.  They should have a flexible and proactive approach to problem solving to reach given objectives in a timely fashion to meet set deadlines.  Demonstrate excellent communication and persuasion skills at all levels and with a wide range of healthcare professionals and external organisations  This post holder should have knowledge on:   * Extensive admin and clerical experience and/or HND in Business Administration * Advanced computer skills and proficient in the use of the computer and software packages   eg MS Office /Office 365   * Ability to communicate effectively with people in a variety of organisations and at different levels of seniority. * Ability to demonstrate excellent organisational and administrative skills. * Ability to take and prepare high quality minutes of meetings. * Excellent written and verbal communication skills are essential, as the post holder will be required to provide written guidance to local departments and provide reports and analytical data in numerous formats * Expected to have a general understanding of Medical and Dental Terms and Conditions of Service, and more specifically, they will be expected to understand and interpret local policies and procedures relating to medical training and induction. |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT   The post holder is expected to have the knowledge and skills to use all equipment in the area.  Examples of equipment and machinery the postholder has responsibility for are: MS Office /Office 365, IT/AV equipment in teaching spaces, photocopier, printer, laminator, PC/laptop, database interpretation and interrogation , internet/intranet, videoconferencing equipment, winscribe, trakcare  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| PHYSICAL DEMANDS OF THE JOB Physical Demands   * Intense concentration, sitting at desk for long periods of time. * Continual VDU use * Frequent walking between departments where learners are based. * Lifting and carrying equipment/learning materials between teaching rooms/venues including the occasional use of a trolley if required.   Mental demands   * The post holder is expected to multi-task as demand requires and also responds to unpredictable work demands including frequent interruptions, which can lead to a change of task while still needing to complete tasks within set deadlines. * High level of accuracy and attention to detail is needed at all times.   Emotional Demands   * The postholder will often be the first point of contact with upset/distressed students with a range of issues from pressures of academic workload, clinical workload to personal life events.  The postholder should communicate with students with empathy and assist with resolution and/or direct the student to appropriate resources, eg University of Dundee Medical School Pastoral Care (student support), Academic Mentors or Supervisors. |

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| DECISIONS AND JUDGEMENTS Supervision will not always be directly available as the post holders direct line manager may be located at another site.  Prioritise own workload and manage own time, making decisions and using initiative, to fit demanding schedules and contribute new ideas and encourage sharing of information around areas of good practice in teaching and training delivery  The post holder will be expected to demonstrate initiative and discretion when making decisions, and if decisions require solutions to be provided then the post holder will be expected to consult with the Line Manager / Associate Director of Medical Education as appropriate.  The post holder will monitor aspects of services for which he/she is responsible for, and provide ongoing support and solutions surrounding Teaching and Training within the department.  Alert Line Manager to any arising issues of concern. |

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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Organising time to work efficiently with conflicting timescales * Ability to communicate and negotiate with challenging individuals * Planning to avoid issues with teaching and training provision * Responding to unscheduled demands and frequent interruptions * The postholder will often be the first point of contact with upset/distressed students with a range of issues from pressures of academic workload, clinical workload to personal life events.  The postholder should communicate with students with empathy and assist with resolution and/or direct the student to appropriate resources, eg University of Dundee Medical School Pastoral Care (student support), Academic Mentors or Supervisors. |