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| Job Identification |
| **Job Title**: Craniofacial Co-ordinator  **Responsible to**: Administration Manager  **Department(s**): Craniofacial Service  **Directorate**: Women & Children’s Directorate  **Band**: Band 4 |
| 2. Job Purpose |
| The Coordinator supports and improves the development of the service by identifying areas that can improve the experience and outcome of care for Craniofacial patients. The Coordinator will work with the Multi-Disciplinary Teams (MDTs) to ensure the service is well structured, runs effectively and that all patients are treated and discussed according to evidence based protocols.  Key tasks include:   * Maintain databases to track the progress of craniofacial patients through multi-disciplinary specialist services * Co-ordinate MDT meetings to facilitate communication and the provision of planned care. * Ensure there is clear definition of roles and responsibilities for MDT members. * Liaise with departments involved in providing care and services, to enable planned patient treatment to progress smoothly and in a timely manner. * Accepting MDT referrals and liaising with the responsible clinician on suitability for MDT discussion. * Collect data relating to referrals, referrals from other hospitals in Scotland, and prepare statistical reports * Ensure that referrers are notified of discussion and decision of MDT within relevant time scale. * Ensure that systems are in place to deliver a quality supporting and administrative service to the teams. * Responsibility for typing clinical letters |
| 3. Role Of The Department |
| The Craniofacial Service is a national service based at NHS GG&C who treat a variety of children & young people with a diagnosis of syndromic and non-syndromic craniosynostosis.  The service also cares for patients with subcranial and facial conditions.  Patients with tumours, trauma, and other rare conditions who may have or develop problems which involve both the floor of the skull and the bones and tissues of the face may also be treated through the service.  As a multidisciplinary service there is involvement from various services including clinical psychology, genetics, ophthalmology and respiratory. The service accepts referrals from medical professionals all over Scotland and receives around 150 new referrals each year and carries out around 50-60 operations.  The Department provides a full range of professional administrative, secretarial and clerical services which support clinical staff to deliver high quality, efficient and effective patient-centred care within Acute Services, in line with local and national standards. |

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| **4. Organisational Position**    **A diagram of a team** | |
| 5. Scope & Range | |
| The craniofacial service is best provided by specialists as part of a Multidisciplinary Team. The Co-ordinator will support these teams in communicating and co-ordinating patient care between team members from a range of specialties, services and hospitals.  The extent of these MDT meetings are a reflection of the complexity in arriving at appropriate patient care recommendations. Once a treatment pathway has been decided upon, and agreed with the patient, subsequent care pathways are frequently complicated, requiring a range of diagnostic tests and combined modality treatment. Excellent multi-disciplinary communication and co-ordination is essential. |
| 6. Main Tasks, Duties & Responsibilities | |
| The following sets out the core responsibilities of the Coordinator. The frequency and extent to which the post holder carries out all duties may vary from area to area.  **Planning & Organisation**   * + Plan & organise multi-disciplinary team meetings.   + Provide radiology and pathology with prior notification of cases for discussion at MDT meetings.   + Ensure that a record of all patients discussed at multidisciplinary meetings is kept.   + Take accurate and clear minutes of meetings, including attendance records, as required and ensure these are prepared, distributed and follow-up actions agreed and delegated by / to MDT members.   + Ensure that all papers are made available to MDT members prior to any appointment or meeting, and that all records, pathology reports and X-rays are available for reference.   + Follow policies which are developed by the MDT and implement these in the role e.g. designing new forms to monitor the data required & ensuring that it is collected.   + Propose changes in working practices or procedures for own role within the MDTs, and comment on changes proposed by others in the team.   + Provide cross cover for MDT meetings where appropriate   + Keep clinical typing up to date     **Responsibility for Patient/Client Care**   * + Handle highly sensitive and confidential information on a daily basis. There may be a need to discuss information with patients and relatives as a regular part of the job.   + Assist patients by re-directing their clinical enquiries to the most appropriate team member.   + Ensure confidentiality of patient information at all times.   + Coordinate, monitor and review the patient pathway with colleagues to facilitate quicker diagnosis and treatment.   **Responsibility for Human Resources**   * + Demonstrate own activities to colleagues or new or less experienced employees.   + Carry out induction for new colleagues as required by Administrative Manager where applicable   **Responsibility for Information Resources**   * + Regularly develop or create reports, documents etc. for use within and outwith the team.   + Managing craniofacial waiting times in line with National targets.   + Populate and maintain MDT databases with information.   + Implement and maintain administrative systems within the role, including ‘bring-forward’ and filing systems.   + Establish and maintain distribution systems, to circulate documents received for comments and draft replies.   + Be the point of contact for information requests and assist in the collation and production of statistical information.   **Responsibility for Research & Development**   * + Work with the clinical audit department in developing and maintaining a patient journey information database.   + Undertake audits of a range of MDT activities as guided by the MDT Lead Clinician. Collect all non-clinical data and critically analyse and develop reports for the multidisciplinary team to facilitate and support service redesign.   + In conjunction with the team, help identify patients eligible for inclusion in audits and support any relevant research projects in the department.   **General**   * Promote and display NHS Scotland core values of care and compassion, dignity and respect, openness, honesty and responsibility and quality and teamwork in the discharge of duties. * Be a role model for NHSGGC organisational values, demonstrating professionalism and a behavioural approach which promotes the principles of dignity and respect for all. * Comply with the requirements of the General Data Protection Regulations, Access to Health Records Act and legislation issued in relation to confidential data | |
| 7a. Equipment & Machinery | |
| The post requires a high degree of accuracy and competency in the use of:   * Personal Computers, Laptop or Tablet Devices * Printer, Document Scanner, Photocopier or Multi Function Devices * Telephone/camera/microphone * Overhead Projectors and other Audio/Video conference and presentation equipment * Conference Call Equipment | |
| **7b. Systems** | |
| * Maintaining electronic filing system * All Microsoft Office 365 applications (keeping abreast of updates and new functionality), including Word, Excel, PowerPoint, Microsoft Teams/ SharePoint and MS Outlook (e-mail) * Electronic Patient Information Systems e.g. Clinical Portal, TrakCare, SCI Gateway * Cedar / Pecos for Stationery and Sundry Ordering * StaffNet (or other Intranet Technology) * MicroStrategy * BOXI * PACS (Picture Archiving & Communication Systems)   Any new developments or alternative service specific systems. | |
| **8. Decisions & Judgements** | |
| * Work within defined organisational policies and procedures, as guided by the MDT Leads. Although the post holder will not be working under daily direction from MDT colleagues or line manager, colleagues are available to provide guidance. * Able to manage information requests, deal with issues and prioritise work independently. * Investigate data or situations at the request of the team or identify areas where further data / investigation is required. * Make judgements involving facts or situations, some requiring analysis for example: judgements on content and timing of MDT meetings, patient delays, analysis of patient data and treatment plan information. | |
| **9. Communications & Relationships** | |
| * The post holder will develop and maintain relationships as appropriate throughout the Service which are key to the overall success of the Service and its position within the NHSGGC. In addition, the post holder will also develop and maintain relationships as appropriate with other agencies and organisations, both internally and externally. * Contribute constructively to service developments, developing close communication links and strong working relationships with medical, nursing, administration and managerial staff regarding progress against quality standards e.g. waiting times & patient treatment schedules. * Communicate effectively with colleagues in Health Records, eHealth, Human Resources and Estates as required. * Work with the /Clinical Service Manager/Administration Manager to agree effective methods of data collection to ensure accurate statistical data retrieval and develop proposals for future system developments. * Manage correspondence in conjunction with medical secretaries, according to agreed protocols. * Deal with all telephone calls in a sensitive, polite and professional manner, dealing with or re-directing issues as appropriate. * Prioritise all incoming messages and requests, investigating and dealing with as many as possible and bringing others to the attention of the appropriate person in a suitable timescale. | |
| **10. Physical, Mental & Emotional Demands Of The Job** | |
| **Physical Skills:**   * Use of multiple computer systems and packages in an office environment involving long periods of sitting and restricted movement. * Use of keyboard and VDU for prolonged periods of time on a daily basis requiring intense concentration and accuracy.   **Physical Demands:**   * Input data for a significant period * Move between clinical areas and between different parts of the hospital as required * Carrying of computer equipment i.e. laptops etc. when moving to different areas   **Emotional Demands**   * Frequent indirect exposure to distressing or emotional situations during MDT meetings, and during discussions of care of sick or terminally ill patients. * Exposure to clinical photography materials during MDT meetings which some people may find distressing.   **Mental Effort**   * Frequent concentration, work pattern unpredictable * Concentration required for data analysis, tracking patients & meetings * Frequent interruptions requiring urgent attention & re-prioritisation of work | |
| 11. Most Challenging/Difficult Parts Of The Job | |
| * Managing and prioritising workload from MDTs. * Working with a large number of colleagues across specialties. * Responding to an ever-changing environment * Responding to situations arising at short notice and requiring immediate action. * Increase in demand and pressure for service | |
| 12. Knowledge, Training & Experience Required To Do the Job | |
| * HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience. * Knowledge of hospital clinical and administrative procedures and practices, both routine and non-routine. * Proficient in use of software systems including Microsoft Office Packages and patient information systems * Advanced keyboard skills with accurate data entry. * Ability to work independently or as part of a team. * Excellent interpersonal skills with the ability to demonstrate all-round professional attitude especially under pressure with deadlines and conflicting interests. * Good organisational skills and be an excellent communicator (both verbally and written) * Appreciation of the sensitivity of highly confidential issues, both clinical and organisational * Willing to work flexibly to meet the needs of the service / cover MDT workload in colleague's absence. * Excellent problem solving skills. | |

**History:**

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| **Version** | **Date** | **Comment** |
| V1.00 | 14/04/2023 | CAJE# 2020AS016 |
| Date for review | | April 2026 |

PERSON SPECIFICATION

Job Title – Craniofacil Co-ordinator – Band 4

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| **Qualifications** | **Essential**  **()** | **Desirable**  **()** |
| HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience. |  | √ |
| **Experience** | **Essential**  **()** | **Desirable**  **()** |
| Experience in healthcare, preferably acute  setting | √ |  |
| Excellent organisational & communication skills | √ |  |
| Knowledge of hospital clinical and administrative procedures and practices, both routine and non- routine |  | √ |
| Knowledge of Medical terminology |  | √ |
| Knowledge of patient administration procedures  and practices | √ |  |
| Proficient use of computer systems including but not limited to Microsoft Office 365 and patient information systems | √ |  |
| Be able to organise & prioritise own workload | √ |  |
| Appreciation of the sensitivity of highly confidential issues, both clinical and  organisational | √ |  |
| Experience of working with multi-disciplinary teams |  | √ |
| Advanced keyboard skills with accurate data  entry | √ |  |
| Excellent problem solving skills |  | √ |

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| **Behavioural Competencies** | **Essential**  **()** | **Desirable**  **()** |
| Excellent interpersonal skills with the ability to demonstrate an all-round professional manner, especially when under pressure with deadlines and conflicting interests. | √ |  |
| Ability to manage interruptions and adjust priorities at short notice | √ |  |
| Ability to work independently or as part of a team | √ |  |
| **Other Knowledge** | **Essential**  **()** | **Desirable**  **()** |
| Proficient in English | √ |  |
| Ability to fulfil criteria as outlined in the job  description | √ |  |
| Willing to work flexibly to meet the needs of the service / cover MDT workload in colleague's  absence. | √ |  |