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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Perioperative care co-ordinator Responsible to: Pre-op assessment manager Department(s):Pre-operative assessment Directorate: Acute Operating Division: Job Reference:No of Job Holders: 2Last Update: July 2022 |

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| 2. JOB PURPOSE |
| To provide a multi-factorial, face to face clinical screening of patients, to provide appropriate management of the same dependent upon agreed protocols and to make an informed decision about onward referral into specialist services. The post holder will work alongside multidisciplinary pre-op assessment team. The aim of the post is to improve the management of patients requiring preoperative optimisation making best use of the time patients are waiting for surgery. |

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| **3. DIMENSIONS** |
| Staff members involved in patient contact should ideally be trained in optimisation forsurgery, when to request a medical review or repeat POA, resources to signpost andmotivational interviewing.’Preoperative Assessment and Optimisation for Adult Surgery including consideration of COVID-19 and its implications June 2021, Centre for Perioperative Care https://www.cpoc.org.uk/sites/cpoc/files/documents/2021-06/Preoperative%20assessment%20and%20optimisation%20guidance.pdfThe Post holder will access surgical waiting lists and perform both face to face and remote Active Clinical Surveillance across tri-prehabilitations domains of Lifestyle, Nutrition and Psychology. This will require them to understand and use Validated Screening Tools, including recording of baseline clinical observations and have skills enabling them to obtain often sensitive information. Key communication skills will be required to explain to patients what is required of them while ensuring accurate observation and recording of outcomes, with the aim of improving understanding of the influence of lifestyle and comorbidities on surgical outcomes, while influencing behaviour change and gaining acceptance of signposting to resources. These individuals will be required to understand the extensive background nurse and anaesthetist led preoperative assessment pathway.Through this process patients will be triaged into Low Risk or Expedited preoperative assessment groups. The post holder will provide low risk patients with Keep in Touch Information and Universal Prehabilitation Resources by way of written information, online resources and signposting to relevant services.The post holder will provide expedited individuals with brief interventions, which aim to influence lifestyle behaviour change and arrange onward referral to appropriate resources to assist them including direct referral into the nurse-led preoperative assessment pathway, facilitating earlier access to risk assessment, optimisation and shared decision making. The post holder will maintain contact with patients waiting for surgery every 3 months as they prepare for surgery.The post holder will on occasion be required to work across all sites and localities within Ayrshire and Arran.They will undertake clinical interventions including baseline observations, ECG, venepuncture.  |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| * The overall role of the department is to meet the needs of clients requiring pre-operative services, including physical, psychological, social and spiritual needs.
* The department operates as an integral part of the Acute Services Division, promoting patient centred services based upon local and National strategies, taking account of the Division’s clinical, corporate and staff governance agenda.

Working collaboratively the department assesses patients on an individualised basis to ensure they are appropriately prepared for their planned operative procedure.* Working on a protocol driven basis, the department will:-

 Minimise the length of time patients spend in hospital. Minimise same day cancellations. Minimise delays for patients who are waiting for surgery. Ensure patients are appropriately prepared for proposed procedure. Ensure patients are better informed about their admission and surgery.* The department works to promote a culture of openness and honesty and provide a learning and stimulating environment where staff can flourish.
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| 6. KEY RESULT AREAS |
| To provide a multi-factorial screen of those people referred to preop assessment, triaging by telephone, video or in person. All patients will have a face to face appointment in the first instance.To autonomously make an informed judgement about the most appropriate course of action for a patient and to make any necessary onward referrals in partnership within the multi-disciplinary preop assessment team, adhering to locally agreed service protocols and processes.To deliver brief interventions as indicated eg smoking cessation, alcohol reduction, weight management and direct patients towards appropriate services which support intervention and education for self-management eg community based exercise classes, addictions team.To provide clinical intervention as deemed appropriate within scope of practice e.g. blood pressure readings, ECG, venepuncture. Maintain accurate and comprehensive documentation in line with professional and local standards, ensuring records are up to date at all times to reflect care provided.To participate in the promotion of the service and education of patients, carers, relatives and the public. |

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| 7a. EQUIPMENT AND MACHINERY |
|  Be competent in the use of a wide range of equipment. Ensure that equipment in use is clean and safe, as per professional and organisational standards of practice. To observe policies and procedures in the use of equipment. The post holder is expected to have a comprehensive knowledge of all the equipment used in the department.Generic * Venepuncture / phlebotomy equipment – tourniquet, sharps including safe disposal of same
* Blood glucose monitoring equipment.
* Weighing scales with height measuring attachment to measure patients’ body mass index.
* Patient moving and handling equipment and aids.
* Electronic temperature measuring device.

Specialised* Heart rate and oxygen saturation monitoring equipment
* Blood pressure monitoring equipment, following a period of training and supervision.
* ECG machine
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| **7b. SYSTEMS** |
| * The post holders’ workload will include vulnerable adults therefore must have an understanding and work within the legal framework of the adults of incapacity act and child protection.
	+ Post holder will have the appropriate knowledge and skills to generate, access and input to a range of relevant computer systems and databases needing to be used in the normal course of their daily work - Microsoft Word, Microsoft Excel, local NHS and systems and email systems.
	+ Produce client record using customised screening tools requiring high level of skill to administer. The post holder is responsible or carrying out the screening with the patient. Maintain client records by manually inputting into a specific database, ensuring this is done on time.
	+ Required to assist with regular statistical reports for line manager including data input and reports.
	+ Have a working knowledge of available services both hospital and community based. Develop relationships with same to facilitate onward referral and ongoing feedback/relationships.
	+ Complete relevant referral processes to onward refer for specialist services.
	+ Accessing results following investigations, recording in patient records, acting on findings where trained to do so and reporting abnormal findings to nurse practitioners when indicated.
	+ Ordering of supplies and stock control.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Coordination of referrals in conjunction with admin, clerical and nursing staff.
* Workload is autonomously organised and prioritised and scheduled by the post holder taking into account patients’ needs.
* Undertake a comprehensive multi-factorial screen utilising the agreed framework and adhering to normal operating procedures.
* The post holder operates autonomously however advice and guidance is available as necessary from team professionals, peers and team manager.
* Working in partnership with preoperative assessment MDT to promote and raise awareness for patient optimisation.
* The post holder is subject to individual performance review carried out by a professional team member and will agree achievable objectives using a formal review process. This should be carried out on a regularly with an annual review.
* Regular structured clinical supervision will be provided by a team professional.
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| **9. DECISIONS AND JUDGEMENTS** |
| * Required to organise and screen referrals, identifying need for onward referral and 3 monthly follow-up.
* The post holder operates autonomously however advice and guidance is available as necessary from team professionals, peers and team manager.
* The post holder is expected to recognise and escalate clinical concerns to an identified qualified team professional as appropriate when care deviates from protocols.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Exposure to bodily fluids, varying temperatures and conditions.
* Identifying physical and psychological detrimental changes in patients’ conditions that need reviewed by medical or health professionals.
* Where client has cognitive impairment, arranging calls/appointments and when required to gain consent of client/carer and encourage cooperation with recommendations.
* On a daily basis, deal with patients who have communication/language difficulties, mental health complexities, addictions, financial welfare difficulties.
* During the clinical assessment of the patient the post holder deals with situations where a quick response is required to prevent the deterioration of the person. This often involves liaising with GP’s, district nurses and social work colleagues and regularly initiating an onward referral using local processes into other services.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * In support of our core purpose of Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran we are committed to a culture that is Caring, Safe and Respectful. The post holder is required to work collaboratively in a safe, caring and respectful way.
* The post-holder will be expected to communicate effectively, verbally and in writing with the multi-disciplinary team, colleagues, patients, relatives, carers and staff in Ayrshire and Arran. These include liaising with specialist services and Health and Social Care Partnerships.
* Educating individuals and relatives on agreed optimisation plan ensuring consideration is taken for people who have special needs e.g. visual and auditory impairment, learning difficulties and language barriers.
* Following the initial face to face appointment the postholder will support and encourage patients and their families/carers as appropriate, to consent to and participate with a tailored optimisation plan in a way that is respectful of their views, autonomy and culture. 3 monthly follow up will allow this relationship to develop.
* Communicate sensitive information and deal with conflict management.
* To provide advice or information to a range of interested persons E.g. students and staff from health, social, voluntary agencies, carers groups. Supervision students on placement to allow them to gain a full understanding of all the roles within pre-op. Supervision and support for new Band 3 HCAs within pre-op assessment.
* Record data on service provision in the agreed format using local electronic systems and databases.
* Ability to adhere to NHS Ayrshire and Arran policy on confidentiality including the requirements of the Data Protection Act and Caldicott Guidelines.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical*** Through the effective management of risk, there is the potential for therapeutic handling of clients. Moving and Handling transfers of clients. Patients attending for their face to face appointment require to physically move and be observed while doing so. There may be a need for hands on support and assistance during this part of the process.
* Exposure to bodily fluids, varying temperatures and conditions of environment.
* Handling and using equipment on a daily basis, patient resources –written information, manipulation and dexterity and frequently manoeuvring in confined spaces.
* Office based skills with a competency in keyboard/information technology skills which are required on a daily basis. Accessing multiple systems such as clinical portal, PMS, Formstream, ECS etc.
* Use identified clinical screening skills which will allow for successful provision of the service – taking blood pressure, obtaining swabs, venepuncture, urinalysis etc, and use of associated equipment. Assessment of physical ability using screening questionnaire along with measuring physical parameters.

**Mental*** The post holder operates autonomously can be working in isolation on a daily basis.
* Intense concentration and problem solving required implementing the comprehensive screening tools and choosing recommendations.
* Daily provision of information and education.
* Maintaining accurate documentation to ensure effective communication of clinical information.
* Work must be effectively organised, self-managed and prioritised.
* Exercise good time management, punctuality and reliable attendance.

**Emotional*** The post holder is required to deal with distressed and anxious patients and carers in a professional and sensitive manner on a daily basis and provide individual support.
* Working between a wide range of onward referral pathways can be challenging and stressful.
* Require to use skills to defuse and deescalate situations where conflict arises.
* Frequently deal with difficult situations without immediate support often with patients who have mental health complexities, cognitive difficulties and/or communication/language difficulties.
* Where client has cognitive impairment, required to gain consent of client/carer and encourage cooperation with recommendations of Action Plan which will be agreed at initial face to face appointment with post holder.
* The post holder will be required to deal with complaints in accordance with the NHS Ayrshire and Arran complaints guidance and refer these on to senior members of staff.

**Environmental*** This may include exposure to bodily fluids, varying temperatures and conditions of environment.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Training and QualificationDiploma in healthcare or equivalent, or SVQ III in Social or health Care subject plus additional training/experience equivalent to Diploma level, or able to demonstrate work of a similar standard.Knowledge and SkillsPrevious health/social care experience is essential.Willing to be flexible in respect of work base location and travel across Ayrshire & Arran area.Driving license essential.Ability to work under pressureBasic IT skillsSupervisory SkillsUnderstanding of how to deliver key health promotion messages (including alcohol, smoking cessation, healthy eating and physical activity) as part of their roleGood coordination/organisational skillsAble to prioritise own workloadAbility to work as part of a team or autonomously.Good communication skills, written and verbalPositive interpersonal skillsWillingness to be involved in delivery of practise placements for students and involvement with training of HCAs new to the department. Understanding of professional conductHealth and Safety and Risk Management awarenessWillingness to work flexibly |