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| 1. **JOB IDENTIFICATION**   **Job Title: Multidisciplinary Team Co-ordinator Diabetes & Endocrinology**  **Responsible to: Administration Manager**  **Department: Diabetes/Endocrinology**  **Directorate: ECMS Acute Medicine** |
| **2. JOB PURPOSE** |
| To provide a comprehensive and efficient secretarial and administrative service to the Multidisciplinary Team comprising of Consultant, Nurse Practitioner and associated staff groups and stakeholders.  To facilitate the referral management of Diabetes/Endocrine MDT   * Accepting MDT referrals and liaising with the responsible clinician on suitability for MDT discussion. * Co-ordinate MDT meetings to facilitate communication and the provision of planned care. * Preparing a full MDT list with patient details and summary report to all staff attending the MDT ahead of time. * Booking seminar rooms and/or sending Microsoft Teams invitations. * Attending the MDT and recording outcomes for each patient. * Liaising with responsible clinician to have outcomes approved, sending these out to meeting attendees/referrers and updating Clinical Portal. * Complete typing in a timely manner to ensure the efficient communication of actions taken from MTD discussion. |
| **3. ROLE** |
| The role of the Diabetes MDT is to provide a forum to discuss patients within the multi-disciplinary team, to gain input and knowledge from primary care and create a pathway of effective referral management. The aim of these MDT meetings is to provide a forum for primary care GP’s and DSN’s to engage with secondary care services to discuss the management of Type 2 diabetic patients. The intention is to support care and support planning by empowering patients to make individualised choices with regard to ongoing management plans for their multi-morbidities.  The Endocrine MDT covers discussion of Adrenal, Endo-Oncology, Thyroid, and Pituitary patients. The aim of these discussions is to gather input from specialist colleagues to facilitate a clear and effective treatment plan for individual patients. Outcomes from these discussion can include ongoing conservative treatment and / or referral for surgical intervention. |
| **4. ORGANISATIONAL POSITION** |
| Service Support Manager  Administration and Waiting List Manager  MDT CO-ORDINATOR  (This Post) |
| **5. SCOPE AND RANGE** |
| The post holder plays a major part in the overall patient journey from referral to triage to outcome by ensuring that the patient progresses through the appropriate pathway, and ensures that outcomes are communicated to the relevant individuals within an agreed timescale.  The post holder provides expert support and administrative input to clinicians and colleagues from within NHSGG&C, the West of Scotland, Ayrshire & Arran, and Nationally with regard to the Exceptional Referral Protocol.  The role of the job is demanding and a high degree of accuracy is required at all times. The post holder is required to use their initiative and maintain a high degree of competency and maintain patient confidentiality at all times. The post holder is responsible for scheduling and prioritising own work load ensuring all communications with patients, clinicians and colleagues are appropriate and timely. The post holder is able to resolve problems relating to patient records and referrals and acts accordingly within appropriate guidelines. This post necessitates telephone, face to face, electronic and written communication with all service users. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| Provide a high quality and efficient secretarial and administrative service.  Deal with telephone and face-to-face enquiries from all staff groups, patients, relatives and carers. Provides information, directs and prioritises queries as appropriate from experience to ensure the efficiency and effectiveness of service delivery, while ensuring patient confidentiality in line with health board information security policy, data protection and freedom of information (Scotland) act.  Responsible for the smooth running of the Referral MDT and booking patient appointments for these clinics.  Liaises with clinical and administrative staff to ensure the MDT meeting dates are arranged and circulated ensuring adequate cover is available and makes alterations or cancellations to the calendar as appropriate to provide effective service delivery and reduce waiting times for patients.  Provide administrative support to the referral MDT producing and circulating patient lists for discussion. Ensuring the clinical images from the photo-triage clinics are uploaded to the system and that all relevant patient information is available for the meetings.  Maintains an up to date list of MDT attendees and provides these to senior management when required in response to complaints and requests for information.  Responsible for producing agendas and minutes, and maintaining an accurate record of the discussions and outcomes of MDT meetings ensuring that this information is communicated effectively to patients, referrers and clinicians by letter, and is recorded on the patient electronic record.  Follows SOP guidelines to ensure that MDT patients are reviewed and discussed when necessary and that reviews are conducted in a timely manner.  Plays a key role in ensuring the Referral MDT pathway is co-ordinated in a smooth and timely manner which in turn ensures that patients are dealt with appropriately in line with waiting time guarantees.  Manages electronic records ensuring information is scanned, accurate and up to date escalating  Extract, collate and summarise MDT data to enable the preparation of standard verbal or written reports. Maintains the MDT database (excel)  Manages the MDT mail, including e-mail where appropriate responding and prioritising to assist the efficiency of service delivery.  Following SOP guidelines, responsible for all patients discharge from the MDT service ensuring that pathology information and reports and patient outcomes are delivered to the GP’s or tertiary Referrers.  Completes typing from Dictated clinical letters to ensure the effective provision of written communication as a result of MDT outcomes. |
| **7a. EQUIPMENT AND MACHINERY** |
| High degree of skill,manual dexterity and competency in the use of:  Personal computer  Printer  Photocopier  Scanner  Fax Machine  Winscribe dictation devices  Laminator |
| **7b. SYSTEMS** |
| Responsible for inputting information into the electronic patient record.  Comply at all times with the Data Protection Act, Caldicott guidelines and local policies regarding confidentiality and access to medical records  Highly proficient in the use of windows applications – Word, Excel, Outlook and Power point..  Skilled in, and has an advanced knowledge of patient administration systems – Trakcare, Clinical Portal and Regional Portals.  Maintains the MDT and NP databases.  Takes and transcribes formal minutes of MDT meetings and is regularly required to create reports for senior management team. |
| **8. DECISIONS AND JUDGEMENTS** |
| The post holder is not directly supervised and uses own initiative to make decisions regarding workload priorities, patient enquiries and diary conflicts independently in line with broad occupational policies. The Nurse Practitioners and post holders line manager are available to advise should more complex issues arise.  The post holder works as part of the team and has flexibility and responsibility for managing their own workload.  Using their expert knowledge of the aims of the Referral MDT. The post holder will strive to improve processes and implement change where required and is a position where they can suggest change to improve the smooth running of the MDT.  Responds to local, regional and national policy updates making any necessary changes to promote ongoing service improvement.  The post holder requires flexibility in how work is undertaken and will work collaboratively with all stakeholders. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicates effectively with patients, carers, clinicians and external agencies on a range of matters using the form of communication best suited to the situation.  The post holder must acknowledge the sensitive nature of topics discussed using tact, diplomacy in dealing with patients and other agencies displaying an understanding of a wide variety of issues.  The post holder will deal with and communicate appropriate and accurate information to all service users either verbally or by letter with cognisance of confidentiality, data protection and relevant policies and procedures.  The post holder will deal regularly with sensitive and complex and sometimes distressing clinical information.  The post holder will facilitate communication between different health boards and services as required. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| |  | | --- | | * Physical skills   Advanced keyboard skills requiring high degree of speed and accuracy and manual dexterity. | | * Physical demands   Combination of sitting /standing walking in a restricted position.  Majority of work is computer based therefore sitting in a restricted position for the  majority of the day.  Use of VDU screen for the majority of the day. | | * Mental demands   Work pattern can be unpredictable as workload priorities may alter at short notice.  High degree of concentration for frequent long periods.  Frequent interruptions from medical staff, colleagues, external agencies and patients. | | * Emotional demands   Deals with indirect distressing or emotional circumstances frequently.  Deals with distressed and occasionally aggressive patients by telephone frequently.  Types documents of a distressing nature frequently.  Deals with other departments and services to provide information regarding ERP frequently. | | * Working conditions   Continuous use of VDU equipment.  Office based for the majority of the day.  Exposed to dusty conditions occasionally in stock cupboard. | |  | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Managing time effectively and prioritising workload to meet competing service demands.  Dealing with distressed/aggressive patients and relatives on a regular basis.  Provides information to senior management regarding MDT outcomes to assist with complaint responses.  Frequent exposure to sensitive clinical issues which may be distressing.  Ensuring all patients are dealt with equitably and with tact and diplomacy.  High degree of concentration required for long periods when dealing with enquiries and transcribing letters, notes and pathology information.  Communicates complex, sensitive, contentious information with a range of stakeholders where  persuasion or negotiation is required. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Essential Knowledge, Training and experience  Has knowledge of the full range of organisational and administrative procedures acquired through training and relevant experience.  Minumum HNC/SVQ111 in Secretarial Studies/Business Administration or equivalent qualification and relevant experience.  Proficient in use of software systems (e.g. TrakCare, Clinical/Regional Portal, Medical Image manager).  Advanced keyboard skills.  Knowledge of specialist functional medical and legal terminology.  Knowledge of organisational policies and ERP and experience to deal with non routine issues  and ability to develop alternative or additional procedures and to problem solve when required.  Excellent communications skills  Ability to work flexibly and on own initiative  Ability to cope in a stressful pressurised environment.  Ability to fulfil demands of job description |

**PERSON SPECIFICATION**

**Job Title – Multi-Disciplinary Team Coordinator – Band 4**

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| **Qualifications** | **Essential √** | **Desirable √** |
| HNC/SVQIII In Secraterial 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 |  | √ |
| **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** |  |  |
| 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. | √ |  |