

Job description

POST

Senior TIA Coordinator/Medical Secretary

SALARY

£25,147-27,596 per annum
(pro rata where applicable)

CARE GROUP

Kent and Canterbury and Royal Victoria Hospital Care Group

BASE

Kent and Canterbury

CONTACT

Natalie Brooks, Service Manager, natalie.brooks13@nhs.net / Emma Harvey, Operations Manager, Emma.Harvey29@nhs.net

Welcome to East Kent Hospitals

East Kent Hospitals provides a comprehensive range of Stroke Services for prevention, hyper-acute treatment, rehabilitation and follow-up after discharge.

We offer 24 hour a day Thrombolysis service, in which in patient admitted with a suspected stroke will be assessed rapidly for their ability for this treatment. We have internal links to provide specialist treatment – this includes the vascular team at the Kent and Canterbury, and neurosurgery and mechanical Thrombectomy in London.

You will be working as part of a team of 7 medical secretaries and 9 Stroke consultants with support of the Operational team.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Senior TIA Coordinator/Medical Secretary

Role specific duties

- To manage the TIA Service across East Kent Hospitals University Foundation Trust, to ensure patients are seen within 24 hours of receipt of referral.
- To maintain robust systems and processes to support delivery, performance and monitoring of the TIA service.
- To contribute to the overall delivery of the TIA 24/7 Rapid Access service including contributing to the weekend TIA clinic management on a rotational basis with travel to other sites when necessary.
- To manage in conjunction with the Stroke secretarial teams and Clinical Stroke Lead, Stroke Radiology MDM's, Neurovascular MDM's, Thrombolysis MDM's and related MDM's across the Trust, travelling to other sites when necessary.
- To manage multiple stroke databases with the Clinical Stroke Lead.
- To Provide direct line management and support to the TIA Patient Pathway Coordinators and stroke medical secretaries when required.
- Act as first point of contact on behalf of Stroke Services and deal effectively and courteously with all enquiries from GPs, patients, other departments within the Trust and all other departments.
- Assess all enquiries and deal with effectively, and respond appropriately.
- Act as key point of contact for health service employees at all levels, both within the Trust and outside agencies.
- Manage the TIA Service ensuring that all referrals received have been triaged as appropriate and patients identified as "high risk" seen within 24 hours of receipt of referral.
- Coordinate all MDM's relating to Stroke Services in conjunction with the Stroke medical secretaries, providing comprehensive administration support.
- Oversee the management of the filing and computer system, ensuring accurate data entry of all patient administration.
- Support junior members of the team to manage and prioritise their workload recommending improvements or taking corrective actions where appropriate to facilitate the efficient and effective running of the department.
- Manage the appraisal process for administrative staff within sphere of responsibility and consider training requirements.
- Produce, implement and maintain for use within the department, an induction pack and policy and procedure folder for all administrative duties
- Manage and prepare staff rotas, co-ordinating annual leave, arranging cover where necessary and completing payroll paperwork as appropriate.
- Manage and monitor sick leave of A&C staff within sphere of responsibility reporting as necessary to Human Resources Department, Payroll Department and senior management.
- Manage the recruitment, selection and induction processes for new staff, ensuring policies and procedures are followed.
- Manage and act as chair for A&C team meetings on a monthly basis.
- Act as the information technology manager for the department, providing information as required by clinicians, to include databases, audits and spread sheets.
- Manage order and monitor all equipment and supplies within the department considering budgetary guidelines.
- Use of multiple IT systems including, ERS (Electronic Referral System), EPR, Allscripts, EDN, Outlook, Stroke data base's and Stroke related systems.



- Validation of patient target lists, No Outcome Reports and other reports relating to patient pathways.
- Coordinate relevant Audits and validation for best practice tariffs, keeping up to date and robust data.
- Develop protocols, policies and procedures and training support to meet the needs for staff (including frequently used medical terminology, data management processes etc.), in conjunction with their Operations Managers.
- Attend meetings as requested, take minutes and prepare agenda as appropriate. Reporting of clinical incidence within the service.
- Management of informal and formal complaints.



Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to

demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

How to apply

For more information or to arrange to visit us, please contact Natalie Brooks via Natalie.Brooks13@nhs.net



Person specification

Requirements	Essential	Desirable	Method of assessment
Qualifications and training	<p>Computer literate including Word and Excel and use of software packages eg, outlook for updating calendars NVQ Level 2, RSA level 3 or equivalent</p> <p>GCSE in Maths and English or Equivalent</p>	Previous NHS/ administration experience	Application Form Interview
Skills and experience	<p>Experience of a range of work procedures and practice, majority non-routine</p> <p>Previous experience of managing and supervising staff, including allocation of work, identification of training and development needs, performance management.</p> <p>Minimum 2 years Administration experience Ability to organise a number of complex activities including formulation and adjustment of plans</p> <p>Ability to implement policies and procedures for own team and propose changes</p> <p>Able to communicate routine and sensitive information but understanding barriers to communication.</p> <p>Negotiation and persuasion skills</p>	<p>Initiation of processes for data collection. Organisational ability. Data Collection, preferably clinical data. Knowledge of NHS systems, including All Scripts. Knowledge of NHS performance standards Previous PAS experience Processing of confidential information (Data Protection Act 1998)</p>	Application Form Interview
Governance	<p>Ability to undertake surveys and audits as necessary to own work</p> <p>Contributing to the design and development of standard reports</p>		Application Form Interview
Personal/professional attributes	<p>Ability to prioritise workload and meet deadlines</p> <p>Able to make judgements involving facts or situations requiring some analysis</p> <p>Able to communicate with, co-ordinate and liaise with a multidisciplinary team</p> <p>Able to remain calm in a busy environment whilst working under pressure</p> <p>Good interpersonal skills e.g. interact with colleagues and clients courteously</p>		Application Form Interview
Other requirements	Upholds and models the Trust values		Application Form Interview



The small print

Band	Band 4
Salary Scale	£25,147 - £27,596 per annum (pro rata, if applicable) Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.
Hours of work	37.5 hours per week
Annual Leave Entitlement	Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable): On Appointment = 27 days After five years = 29 days After ten years = 33 days
Pension Scheme	As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST. Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.
Contractual Notice	Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice
Probationary Period	New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.



Dimensions

Financial and Physical	Manages	N/A
	Impacts	There is a frequent requirement for sitting in a restricted position for a substantial part of the working day.
Workforce	Manages (Bands and WTE)	3 X Band 3
	Located	Kent and Canterbury Hospital
	Impacts	None
Other		N/A

Communications and working relationships

Internal	Work as a member of the team to provide high quality administration support. Develop effective working relationships with other members of the Trust. Patients. All members of the multidisciplinary team.
External to NHS	Liaison with other Trusts. Communicate with patients/carers, GP's and all stakeholders dealing efficiently and sympathetically with requests, queries and complaints regarding referrals, appointments and care of patients and appropriate administrative matters.
Other NHS	Deal efficiently and sympathetically with requests, queries and complaints from patients and relatives, requests from general practitioners, other hospitals and outside agencies regarding referral and care of patients and appropriate administrative matters

Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	There is a requirement to use Visual Display unit equipment more or less continuously on most days	Frequent
Physical Effort	There is a frequent requirement for sitting in a restricted position for a substantial part of the working day.	Frequent
Mental Effort	Care and attention, predictable work pattern	Frequent



Emotional Effort	Occasional indirect exposure to highly distressing circumstances when typing reports	Occasional
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Most challenging part of the job

Being able to make sound, independent decisions whilst coping with a demanding workload and faced with what can appear to be conflicting priorities.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

