



Job Description and Person Specification



Job Description

Job Title	Speciality Coordinator- Neurology, Stroke and Rehab
Band	4
Hours	24 hours per week
Department	Neurology, Stroke and Rehab
Division	Specialist Division
Location / Hospital Site	Worthing Hospital or St Richards Hospital
Responsible to	Directorate Support Manager
Accountable to	Operational Manager
DBS Level	Standard
DBS Barring	
DBS Workforce	

Role Summary

To manage a full and comprehensive administrative service for the Consultants and medical staff. To act as the first point of contact, for service users. To monitor inpatient and outpatient commitments of the consultant and medical team and escalate when appropriate. Coordinate and allocate work within the admin team to ensure the effective and efficient operation of the administrative function.

Key Working Relationships

Consultants, Nursing Staff, Support Speciality Coordinators, Admin and Clinical Teams, Directorate and Divisional Management, outpatient teams, booking hub, medical records, other department admin teams.

Structure Chart



Main Duties and Responsibilities

- Reviewing (Past) clinic arrivals/outcomes ensuring all actions have been completed on PAS
- Regularly reviewing/booking and validating from Consultants f/u pending lists
- Actioning CRB (clinic rebook) requests for Consultants leave and template changes
- Tracking and chasing of results/diagnostics/patient updates
- Review future clinics to ensure utilised, highlighting any unutilised/capacity issues
- Support typing and booking of appointments
- Supporting both the Directorate Support and other colleagues as required

Communication

- Work without supervision, problem solve and take initiative where required.
- To act as the first point of contact between Consultants and their team, maintaining good communication with them and other staff in the department, as well as patients and members of the public.
- Dealing with face-to-face, telephone and email enquiries from patients, relatives, GPs, other departments within the Trust/community and other hospitals in an appropriate, sensitive / diplomatic manner and as efficiently as possible, ensuring timely resolution/action. Often dealing with queries and complaints which are complex, contentious and emotional in nature.
- In the absence of the relevant consultant/s, medical or nursing team member, ensure that appropriate messages are taken or information escalated where appropriate.
- Communicate effectively with the teams on a timely basis ensuring robust systems exist so that staff feel informed.
- To co-ordinate and liaise with other team members to ensure that cover arrangements for annual leave and sickness are facilitated by working as a team.
- To act in accordance with Trust Behaviour Values when dealing with the general public and other Health Professionals and agencies in a friendly, professional and courteous manner, using empathetic and sympathetic skills as required.
- Highlight any departmental concerns regarding performance of the team or operational issues that prevent service delivery to the line manager.

Service Delivery and Improvement

- Undertakes audits as necessary to own work.
- Ability to prioritise own workload according to changing demands, planning accordingly.
- To follow Trust policies in role, determined by others.
- Observes personal duty of care in relation to equipment and resources used in the course of own work.
- Provide cover for annual leave and sickness, as required and as directed.
- Manage and prioritise own workload and be able to work independently.
- To have a detailed working knowledge of roles within the Department carried out by the admin teams to ensure continuity of service during staff absence.
- Ensure that all correspondence within the team is signed and presented within reasonable time limits to meet Trust agreed KPIs.
- Monitor pathology, laboratory and diagnostic reports and present to consultants/medical staff.
- Manage consultants diary and provide administrative support, meeting on a regular 1:1 basis.

- Oversee departmental commitments, including arranging meetings with a variety of different NHS agencies, organisations and medical representatives.
- Maintain an overview of the consultants timetable to ensure full utilisation of clinic capacity according to the medical teams availability.
- Escalate risk issues to Senior Management Team.
- To ensure that all electronic/paper filing is carried out by the team on a regular basis, ensuring these are tidy with all correspondence filed appropriately by the team.
- Manage new referrals and printing/distributing to the Team.
- Manage follow up pending lists.
- Develop and follow standard operating procedures (SOPs) for the team
- Contribute to policy development within area
- Monitor and manage stationery and equipment
- Responsible for taking and transcribing minutes at departmental meetings and MDT's, as required.
- Typing of admin and any complex, urgent or specialist work e.g. investigating complaints.
- Ability to use IT systems as required.
- To use and obtain information from appropriate admin systems.
- Email patients, GPs, staff and other departments within the hospital and external organisations.
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People Management and Development

- Responsible for training staff in own area and undertaking basic workplace assessments.
- Responsible for undertraining appraisals where necessary.
- Attend appropriate training to fulfil role.
- Meet contractual obligations to comply with mandatory training.
- Required to be versatile and adaptable to the demands of the team.
- Act as a role model and promote behaviours in line with Trust values.
- Create a working environment, which engenders high morale and optimum performance.
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Patient Care Delivery

- Dealing directly with patients, relatives or carers regarding queries and complaints that can be contentious and sensitive in nature in line with Trust Values.
- Take urgent action on complaints, being proactive in order to minimise the risk of them becoming more formal, seeking advice where necessary.
- Maintain confidentiality in all aspects of role including claims and complaints.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.

- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.

- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

The Trust is committed to supporting Inclusion as can be seen by our Patient First Triangle with a clear value being Inclusion. We all have a responsibility to treat our colleagues, patients and service users with respect and dignity irrespective of; age, race, disability, gender reassignment/identity, marriage and civil partnership status, pregnancy and maternity status, religion or belief, sex and sexual orientation.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers

Workplace and Environmental Factors

Physical	Prolonged sitting, some lifting of records	
Emotional	Dealing with telephone calls/typing letters with a potentially distressing or emotional content.	
Mental	Need to be able to work under pressure	
Working Conditions	Office Environment	

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A	Application form (AF) Selection interview (I) Assessment (A)		Application form (AF) Selection interview (I) Assessment (A)
Experience/Qualifications	<ul style="list-style-type: none"> GCSE's C or above in English and Maths and/or equivalent level of knowledge & experience. RSA Stage III Typing or equivalent VRQ Vocational Level 3 or 4 or equivalent qualification 	AF	<ul style="list-style-type: none"> Medical Secretarial qualification 	AF
Knowledge, Training and Experience	<ul style="list-style-type: none"> Knowledge of Medical Terminology Significant experience as a Medical Secretary Excellent knowledge of a full range of administrative/secretarial procedures and systems 	AF/I	<ul style="list-style-type: none"> Previous NHS work experience in an acute or primary care setting 	AF
Skills	<ul style="list-style-type: none"> Ability to develop and maintain a supportive relationship within the team. Flexibility and adaptability to changing situations Excellent communication skills (verbal and written) Ability to deal with challenging situations with empathy, tact and diplomacy. Day to day supervision of staff Ability to use own judgement/initiative Ability to problem solve and adapt to changing situations Plan and organise complex activities/programmes 	AF/I		

	<ul style="list-style-type: none"> • Self -motivated and ability to work without supervision Ability to work to deadlines and meet conflicting demands • Evidence of having undertaken own development to improve understanding of equalities issues 			
People Management and Development	<ul style="list-style-type: none"> • Ability to develop and maintain supportive relationships within the team • Flexibility and adaptability to changing situations • Ability to deal with challenging situations with empathy/tact/diplomacy 	AF/I	<ul style="list-style-type: none"> • Previous experience of working as part of a team. 	
Specific Requirements	<ul style="list-style-type: none"> • Proven organisational skills. • Advanced keyboard skills • Ability to concentrate when work pattern is unpredictable and where there are frequent interruptions. • Understand the appropriate escalation of problems/concerns to line manager or medical staff • Ability to multi -task. • Ability to maintain patient confidentiality • Able to check patient details and book appointments • Able to organise and prioritise own work to compliment that of the team. • Able to cope the physical tasks the role requires 	AF/I	<ul style="list-style-type: none"> • Maintain a tidy work area • Experience of working with IT Systems 	
Patient/Client Care	<ul style="list-style-type: none"> • Patient/Client Care • Provide non -clinical information and advice 	AF/I		

	<p>to patients and relatives about admissions and appointments</p> <ul style="list-style-type: none"> • Aware of the need for confidentiality in accordance with the Data Protection Act 			
Financial and Physical Development	<ul style="list-style-type: none"> • Holds/maintains stationery stock and purchases office equipment and stationery where necessary and within budget 			
Human Resources	<ul style="list-style-type: none"> • Manage resources/workload as required Coordinating and working as part of a cohesive team. • Positive contribution to change to enhance the patient pathway experience and outcome. • Ability to work independently, flexibly and perform effectively under pressure. • Articulate, self starter with the ability to work autonomously. • Ability to recognise training needs for B2 & B3 staff 	AF/I	<ul style="list-style-type: none"> • Appraisal Training and experience 	
Information Resources/IT	<ul style="list-style-type: none"> • Compliance and understanding the Trust policy for Information Governance Proficiency with the Trust's healthcare systems/databases • Ability to transcribe formal minutes • Ability to set up and accurately maintain computerised and manual filing/documentation systems • Demonstrable and proven IT skills Experience of Word/Excel/PowerPoint 	AF/I	<ul style="list-style-type: none"> • Careflow Training and experience • Evolve Training and experience • Big hand typing experience from dictations • Validation Knowledge and Experience 	AF//A

	<ul style="list-style-type: none"> • Knowledge of software systems 			
Behaviours and Attitudes	<ul style="list-style-type: none"> • Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by being: • Kind • Friendly • Respectful • Professional • Compassionate • A Team 	AF/I		
Personal Qualities and Attributes	<ul style="list-style-type: none"> • Positive contribution to change to enhance patient pathway experience and outcome • Ability to work independently, flexibly and perform effectively under pressure • Articulate, self starter with the ability to work autonomously. • Ability to recognise training needs. • Motivated and innovative 	AF/I		
Equality, Diversity, and Inclusion	<ul style="list-style-type: none"> • Evidence of having championed diversity in previous roles (as appropriate to role). 	I		
Freedom to Act	<ul style="list-style-type: none"> • Ability to use own judgement/initiative. • Ability to problem solve and adapt to changing situations. • Ability to reflect on own work/accept and manage change 	AF/I		