



Job Description and Person Specification

Job Description

Job Title	Senior Thrombosis & Anticoagulation Service Administrator
Band	4
Hours	37.5
Department	Thrombosis and Anticoagulation Service
Division	Cancer
Location / Hospital Site	Royal Sussex County Hospital
Responsible to	Thrombosis and Anticoagulation Administration Manager
Accountable to	Lead Thrombosis and Anticoagulation CNS
DBS Level	Standard
DBS Barring	N/A
DBS Workforce	N/A

Role Summary

The Senior Thrombosis & Anticoagulation Administrator will have responsibility for the organisation of anticoagulation and thrombosis clinics and the day to day smooth running of the service, receiving referrals and dealing with complex anticoag queries. In your role working face to face with our service users, you will be the face and initial contact point representing the Thrombosis and Anticoagulation Team.

Under the leadership and guidance of the Thrombosis and Anticoagulation Administration Manager, they will be able to take the lead in providing point of care testing for patients in our face to face clinics. This includes training staff and patients in its use and assessing competencies and CoaguChek Quality Control.

The Senior Thrombosis & Anticoagulation Administrator therefore functions at a higher competency level than that of other Administrative Support, one that involves high level patient contact and delivery of care, along with a higher level of clinical accountability. The Senior Thrombosis and Anticoagulation administrator must be able to work autonomously and also in conjunction with the administrative team, clinical nurse specialists, Consultants and internal and external stakeholders.

Key Working Relationships

The post holder's key relationships will be with:

Internal: Thrombosis and Anticoagulation Administration Manager, Thrombosis and Anticoagulation Service CNS team, Lead Haematology Consultant, Lead Acute Medical Consultant and Anticoagulant Pharmacist.

External: Community Pharmacist Anticoagulation Service. General Practitioners, Service Users

Main Duties and Responsibilities


Management

1. Lead, manage and be accountable for the use of the point of care testing device CoaguChek (CC) in clinic. Ensuring quality controls are in place including quarterly NEQAS external QC.
2. To provide fast anticoagulation referral reviews, adding referrals to the DAWN database and CAREFLOW. Book clinic appointments where appropriate.
3. To identify and problem solve on-going service issues and report to the Administration Manager and/or Clinical Nurse Specialists as appropriate.
4. Liaise closely with the Administration Manager, Service Lead and Clinical Nurse specialist team highlighting any issues in a timely manner.

Clinical

1. Close working with the Administration Manager to ensure constantly updated system reviews, patient management and best practice.
2. Ensure safe and smooth running of Nurse and New patient face to face clinics. Obtain fingerpick blood samples using the CoaguChek. Keep accurate records of the result and report to the Clinical Nurse Specialist in the Anticoagulation Clinic.
3. Ensure all necessary internal and external quality controls on the CoaguChek are carried out and accurate records kept. Quarterly Quality Controls undertaken and reported via NEQAS. Report any issues to the Administration Manger.
4. Ensure all clinical responsibilities are conducted according to Trust policies and guidelines regarding infection control and prevention.
5. Contribute to the provision of a safe and therapeutic environment for all staff, patients, relatives, friends and hospital visitors.
6. Answering patient telephone line including managing the answerphone system, dealing with complex anticoagulation queries, rebooking appointments as appropriate. Passing on advice provided by the Clinical Nurse Specialist when required.

Leadership

1. Exhibit a high level of professional behaviour and attitudes at all times and demonstrate excellent customer care skills.
 2. Comply with policies, procedures and clinical guidelines for self and others.
 3. Adapt own practice in line with changes and developments of the service.
 4. Contribute as a team member, working a team to ensure the safe and smooth delivery for our patients, colleagues and service as a whole.
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5. Ability to work autonomously where required, problem solve and manage different areas of mixed workloads.

Communication

1. You will be friendly and approachable to colleagues, patients, internal and external stakeholders.
2. You will be an excellent communicator both verbally and written. You will take personal responsibility for ensuring that patients and staff are treated with courtesy and respect, ensuring confidentiality is maintained at all times.
3. Act in ways that always follows the Trust's Values by supporting people's equality, diversity and rights.
4. Ensure due regard is given to customs, values and spiritual beliefs of patients and carers.
5. Report any concern regarding patient care to the Administration Manager and/or the Clinical Nurse Specialists.
6. Have a duty and a responsibility to protect and safeguard adults and children, in accordance with national guidelines and Trust policies.
7. Report any concerns relating to self or others regarding Health, Safety and Security to the Administration Manager and/or Clinical Nurse specialists.

Service Delivery and Improvement

1. Work closely with Clinical Nurse Specialists, Consultants, Service Leads and other key personnel. Identifying areas that will lead to improved quality of clinical pathways and sustainable workforce/data quality/financial improvements.
2. Contribute to improved ways of working leading to improvement of service and data quality standards.
3. Contribute to the ever growing needs of the service and service development.

People Management and Development

1. Facilitate in training new administrators. Identifying, developing and delivering appropriate levels of training for staff to undertake their roles and provide an efficient support service to the multi-disciplinary team.
2. As subject matter expert, coordinate and deliver 'on the job' training, support and instruction in the correct use of DAWN and other anticoagulant administrative functions.
3. Ensure new members of staff receive a robust induction and training package on the use of the CoaguChek. Facilitate a level of training which enables all staff to be assessed as competent to carry out fingerpick testing.
4. Ensure identified potential self-testing patients receive a robust induction and training package on the use of the CoaguChek. Prepare training schedules and facilitate a level of training which enables them to be assessed as competent to carry out fingerpick testing



Patient Care Delivery

1. At all times follow the Anticoagulation Service Guidelines.
2. Set up clinic lists. Ensuring patients are aware of when they are due in clinic.
3. Look out for expected INR results using WINPATH and give to the CNS for dosing in a timely manner.
4. Ensure all patients who have had an INR taken have been dosed and a mailer printed out for that episode.
5. Ensure DNA lists are printed out daily and that all have been actioned by the CNS and a mailer printed.
6. Ensure all mailers are posted out on the same day to ensure next day delivery.
7. Ensure that all discharge referrals are processed in a timely fashion in a way that does not delay the discharge of patients and result in 'bed blocking'.
8. Liaise with CPAMS and book patients' appointments on discharge into their clinics as required.
9. Ensure all patients seen in clinics are booked onto Careflow and have an outcome recorded.
10. Ensure that all relevant documentation is scanned onto the patient's DAWN record in a timely fashion.
11. Order and send notes as requested using the electronic tracking system on Careflow for booking patients notes in and out of the department and ensuring that the Trusts Health records policy is adhered to.
12. Assist the lead acute medical consultant in the maintenance of up to date patient records on the Careflow/DAWN databases, and the generation of patient letters following clinic appointments. In addition ensure that any follow up investigations required are requested in a timely fashion.
13. Participate in administration duties such as filing, photocopying and database entry.
14. Support administration of project work and service development.
15. Be able to record CRIS monitoring, independently conduct patient data audits of service users as requested by the Administration Manager and Lead Thrombosis and Anticoagulation CNS.
16. Responsible for using IPROC and ordering stationary where required.

Information Resources

1. All anticoagulant patients in UHSx are managed using the DAWN 7 Database the licence of which is owned by the Community Anticoagulation Pharmacy Service (CPAMS). It is therefore vital for the safe management of patients that this database is accurate. The responsibilities of the role include:
2. A broad-based knowledge of the DAWN Patient Management System and clinic processes to ensure best practice.
3. Day to day responsibility for:
 - maintaining accurate patient records to include; demographics, indication for anticoagulation, agent of anticoagulation, INR target, and duration
 - processing referrals

- booking new patients into clinics
 - Producing daily clinic lists of expected patients.
 - Producing monthly lists of patients who are due to stop treatment, due an annual review, or currently suspended. Sending out letters to the relevant clinician regarding on-going management plan then acting on that plan.
 - Ensuring Self -Testing patients database is checked bi-monthly and patients' DAWN record updated.
4. Maintain accurate patient episodes on Careflow. Booking and outcoming appointments. Adding referrals.
 5. Be familiar with the VTE data base and assist with maintaining up to date patient records therein including using the CRIS system to identify patients who have had a VTE event and establishing whether this was a Hospital Associated Thrombotic event (HAT)

To liaise directly with IT to report and resolve any problems. To follow contingency planning guidance as set out in the Anticoagulation clinic guidelines.

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.

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Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

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	Fair degree of manual dexterity required Physically fit (as defined by OHD)
Emotional	Able to cope with distressing situations and challenging behaviours Able to respond to emergencies
Mental	Ability to work under pressure Able to follow instructions Ability to maintain concentration and accuracy in busy environment
Working Conditions	Occasional unpleasant smells/odours Use of VDU more or less continuously Occasional exposure to aggressive verbal behaviour where there is little/no support

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A	N/A	N/A	N/A
Experience/ Qualifications	E – IT qualification in Access and or Excel and Microsoft word	AF	D - RSA III or equivalent experience	AF
			D - NVQ 3 or equivalent experience	AF / I
	E - Experience in the field of administration and data analysis obtained through qualifications or the equivalent practical experience gained through working in a high level administration setting including taking, recording and distributing minutes of meetings	AF / I	D - Experience of work within a health care setting	AF / I
			D - Knowledge and experience of internal and external quality controls	AF / I
			D - Knowledge of medical terminology	AF / I
			D - Experience of CoaguChek	AF / I
Skills	Evidence of having undertaken own development to improve understanding of equalities issues	(I)		
	E - Excellent communication skills	AF / I	D – ability to take, record and distribute minutes of	AF / I

	both verbal and written in the English language E - Excellent interpersonal skills and engagement skills	AF / I	meetings D – Computer literate in all hospital IT systems to include Careflow, Bamboo, IPROC, Winpath	AF / I
People Management and Development	E - Friendly and Caring E - Good organisational skills E - Enthusiastic ‘can do attitude’ E - Good personal hygiene clean and well presented E - Able to organise own work, (including good time-keeping) and to work methodically Ability to work as part of a team	AF / I AF / I AF I I AF / I		
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).	(I)		
Specific Requirements				
Freedom to Act				