

Service Coordinator/Team Secretary (15hrs)

JOB DESCRIPTION

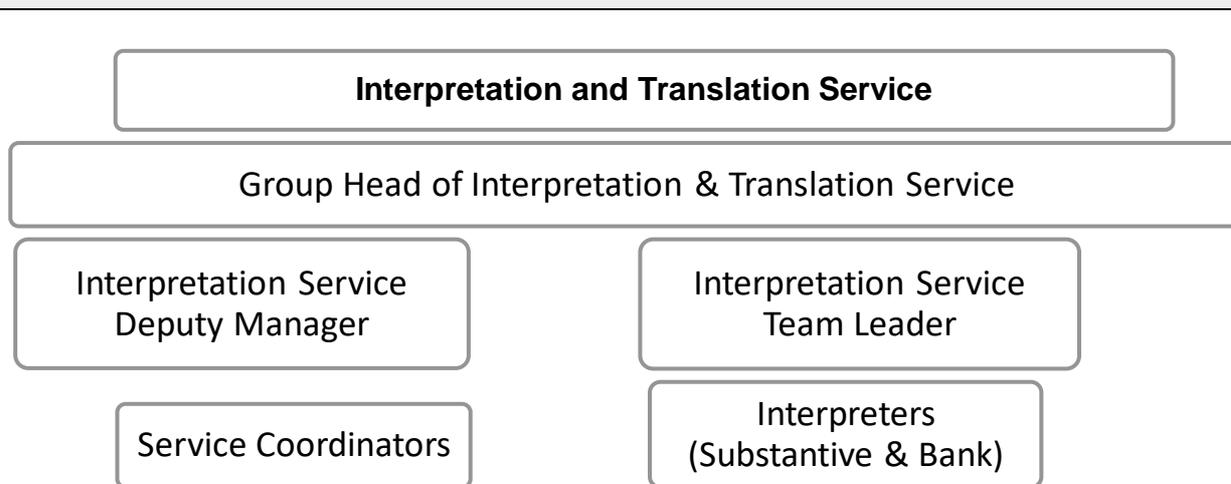
Job Title:	Service Coordinator/Team Secretary 15hrs
AfC Band:	Band 3
Service:	Interpretation and Translation Service
Accountable To:	Head of Interpretation/Interpretation Service Deputy Manager/Interpretation Service Team Leader
Responsible To:	Head of Interpretation/Interpretation Service Deputy Manager/Interpretation Service Team Leader
Base Location:	Royal Oldham Hospital
On-Call Requirement:	Additional work weekdays &/or weekends may be available

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

The Interpretation and Translation Service provides quality confidential interpreting service for the Northern Care Alliance Foundation NHS Trust, covering all four hospital sites at Royal Oldham, Salford Royal, Fairfield General (Bury) and Rochdale Infirmary, various community settings and other venues as may be required.

As a member of the Interpretation and Translation Service Coordinator team you will be responsible for providing a confidential, efficient and effective support service to healthcare professionals and patients in both the hospital and community settings from allocating interpreters to linking interpreters with healthcare staff for telephone interpreting. The secretarial part of the role involves arranging and taking minutes of meetings.

The Interpretation and Translation Service utilises three models of interpretation - In person (face to face); telephone and video interpreting plus a translation (written) service.

The Service Coordinator is the centre point of all this activity to ensure the smooth running of the service.

Key Role and Responsibilities

- **Professional Duties**

Provision of high quality and confidential administrative/secretarial service.

Ensure that all office equipment is in working order and you respond to all communication emails to the generic email address and office mobile.

- **Communications and Relationships**

To communicate with people clearly in a manner and at a level and pace appropriate to their abilities, preferences and beliefs.

To actively listen and respond, checking information from other people and confirming its accuracy

To establish any help people require and act on this appropriately

To communicate information only to those people who have a right and a need to know it consistent with procedures and the law

To allocate requests with language interpreters face to face (In person); Video interpretation (MS Teams or AccurX) and Telephone Interpretation and translations.

Maintain good working relationships with all staff, patients and/or other agencies, to achieve the objectives and purpose of your role and in endorse the NCA's Interpretation and Translation Service, promoting understanding, good will and impartially. The postholder will deal with a variety of enquiries from healthcare staff and patients and provide a range of administrative/secretarial support.

- **Administrative Responsibilities**

The service uses a software called Zipporah Interpreter Booking System to manage the interpretation service including reporting.

To ensure all work is not only up to date but planned ahead of schedule especially with allocation of interpreters for appointments.

To accurately take details from patients regarding their upcoming appointments so an interpreter can be booked.

To take details of complaints and compliments and try to resolve the issue prior to raising it with the manager

To ensure that patient confidentiality is adhered to at all times To record data accurately using the agreed systems i.e. Agency Portal

To input data into spreadsheets where required

To work with speed and accuracy when undertaking all duties and responsibilities from answering calls to allocating interpretation appointments

- **Policy and Service Development**

To adhere to policies and procedures relating to own workplace

To offer constructive views on how the existing service and team work can be evaluated and improved upon

To contribute to service development Provision of support in taking patient surveys as required.

- **Financial Responsibility**

Annual petty cash ledger updating and reserve replenishment as required.

- **Planning and Organisational Skills**

To organise and prioritise own workload, adapting to changing priorities due to staff shortages or on demand telephone interpreting.

To organise and plan day to day tasks

To assist in the organisation of work as required

Adhere to Interpretation & Translation departmental instructions

Support staff where required

To be flexible in working hours due to staff shortages or annual leave

Meeting deadlines of departmental work and working as a team.

- **Human Resources**

To support recruitment from setting up language assessments to participating in interviews and the required paperwork and p-files.

Supporting new starters with departmental work ethics and procedures and setting up on all relevant systems.

To undertake the day to day administration needs of the Bilingual Bank and IT system trainings and set up is provided for new starters. Maintain your own compliance with the Trust's Mandatory Training and accept own responsibility for your personal development.

Promote continuous improvement by sharing any new knowledge gained to other colleagues.

Continue to update and advance existing qualification, knowledge and skills.

To ensure own actions promote quality and alert others to quality issues

To continually seek ways to improve the service and inform the Manager

PERSON SPECIFICATION

Job Title:	Service Coordinator/Team Secretary – 15hrs
AfC Band:	Band 3

	Essential	Desirable
Qualifications	<p>Good standard of General Education especially English and Maths</p> <p>EDCL or equivalent experience</p> <p>NVQ in Business & Administration or secretarial equivalent experience</p>	<p>Recruitment & Selection Course Interpretation qualification</p>
Knowledge, Training and Experience	<p>At least 12 months experience of working in a busy central bank office</p> <p>Experience of working with Microsoft Office applications specifically outlook, excel and Word.</p> <p>Experience of IT systems ie PAS, TRAC, ESR and PIMS etc</p> <p>Hands on experience of working in a busy recruitment environment.</p> <p>Knowledge of relevant communities</p>	<p>Advanced experience of working with Microsoft Office applications</p>
Skills and Abilities	<p>Excellent communication and interpersonal skills skills, both verbal and written</p> <p>Seeks relevant information before making decisions.</p>	

	<p>Advanced keyboard skills Plan actions to achieve objectives with appropriate adjustments for unscheduled work and interruptions.</p> <p>Confident in working without direct supervision whilst retaining a clear understanding of which issues should be escalated</p> <p>Pleasant and sympathetic approach when dealing with staff or patients and the general public</p> <p>Good attention to detail</p> <p>Knowledge of performance targets, and how own role fits in with these initiatives</p> <p>Good negotiating skills</p> <p>Understanding Data Protection Act</p> <p>Knowledge of Information Governance with regard to maintaining confidentiality of person identifiable information.</p> <p>Can use different approaches to meet user needs to deliver consistent outcomes</p> <p>Anticipates problems and difficulties.</p> <p>Excellent time management and ability to work under pressure</p> <p>Plans and prioritises own workload meeting deadlines and timescales.</p>	
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	<p>Ability to use own initiative and problem solve as required</p> <p>Ability to deal with sensitive situations tactfully and in a confidential manner</p> <p>Ability to work under pressure.</p> <p>Ability to work alone and be a good team member.</p>	
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Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health and Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> • eliminating discrimination, harassment and victimisation

- advancing equality of opportunity between people who share a protected characteristic and those who don't.
- fostering good relations between people who share a relevant protected characteristic and those who don't.
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.