

## Job description and person specification

<b>Job title:</b>	<b>Assistant Flow Co-ordinator</b>
<b>Band:</b>	<b>Band 3</b>
<b>Accountable to:</b>	<b>Senior Operations Manager</b>
<b>Responsible to:</b>	<b>Service Manager</b>

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

### First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We

want to be recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

### Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy \*\*First for patients, staff, and the future\*\* here.](#)

The role of the Flow Co-ordinator is to provide support to the Nurse in Charge (NIC) in dealing with general administrative tasks. The concept is designed to free up valuable nursing and medical time to avoid delays. The flow co-ordinator will be expected to work as part of the ED team, under the direction of the NIC, to ensure the smooth flow of patients through the department. It is expected that by co-ordinating administrative tasks, and liaising with other departments, the post holder will contribute to the efficient and effective running of the ED resulting in a significant reduction in patient journey times.

Monitor ED attendance via FirstNet and liaise with ED staff in all areas, bed management team and wards to assist the department in meeting local and national targets. Liaise with all members of the MDT to facilitate patient flow through Rapid Assessment Area (RAA), Major Assessment Area (MAA) and the main Emergency Department (ED).

#### **KEY TASKS:**

Assist senior staff with coordinating department flow, liaising with bed management team, updating FirstNet/e-Care with completing patient transfers/discharges and all other administrative tasks. Multi-task with several IT Systems open and navigate accordingly to complete tasks and keep FirstNet Launch point grid with real time data

#### **COMMUNICATION KNOWLEDGE AND TEAM WORKING:**

Administrative duties -

Receive a full handover from Nurse in Charge (NIC) of patients currently in the department.

Provides administrative support to the NIC to support the smooth flow of patients through the ED department.

Update hourly Departmental figures on the shift log.

Maintain FirstNet with any Transfers/Discharges/Departs/Self Discharges and all other administrative notes.

Specialty of care to reflect correct 'accepting consultant'.

Highlighting to the NIC those patients that could potentially be nearing ED national targets.

Answering telephones and deal with general enquiries from patients, relatives and other departments.

Liaise with the Patient Flow Team to enable 'Dashboard' to reflect 'up to date information.

Regular communication with the Acute Assessment Unit with regard to bed requests.

Update Trust colleagues via Medic Bleep system or request contact.

Book transport for patients returning to usual place of residence or if required and inform Discharge Lounge of patients waiting for transport.

Liaise with colleagues in RAA and MAA accordingly.

Provide and liaise with the Streaming nurse and ED Administrators on Pre-Alerts or information relevant to arriving/expected patients.

Work closely with the department's HALO around off loading and ensuring Ambulance staff have updated relevant PIN to the system.

Update whiteboard with patient locations within all areas.

Act as a main point of contact for the portering service and ensure the porters are informed as soon as possible when patients are ready to transfer, including jobs for X-ray, CT Scans/transfers.

Respond to general enquiries from patients and relatives in the department.

Keeping constant check on the return and review of blood results and update clinical colleagues with results from Path lab.

Highlighting the return and review of X-Rays.

Organise catering for long stay patients in the department.

Bleep the medical staff for specialty opinions as requested and ensure time of reviews are documented and entered on FirstNet.

Arrange transfer paperwork in conjunction with ED Administrator.

Assist with the support of relatives essentially those in the family room.

Monitor ED Checkout tab and work closely with clinicians and specialties to ensure completion of diagnosis, investigations and treatments have been entered

Any other administrative duties associated with ensuring the flow of patients through the ED.

#### **HEALTH & SAFETY:**

To support the ED Administrator team with lock down procedures if the department necessitates this, liaising with the Nurse in Charge for full instructions.

Assist in the provision of a safe environment for the safety and welfare of patients and staff by complying with; Health and Safety at Work Act.

To initiate RPI calls when required if assistance is required in the department for staff and patient safety.

Be proficient in the Major Incident Plan for the E D and prioritise workflow accordingly to allow smooth running of ED during a MAJAX.

Should it become necessary, facilitate evacuation procedures in liaison with the Team Leader for ED.

To assist in the provision of a safe environment for the safety and welfare of patients and staff by complying with, C.O.S.H.H. and Safeguarding Vulnerable adults, children and young people.

Required to maintain high levels of concentration, with the ability to respond to sudden changes in activity.

Working in a confined space.

Working for long periods in front of PC.

#### **INFECTION PREVENTION:**

To follow Trust infection prevention policies and procedures.

Assists in orientation of new staff to the ward.

Is Customer aware and deals at all times appropriately i.e. politely with all 'customers' whether patients, their relatives, carers, other members of staff and the general public.

**PERSONAL DEVELOPMENT:**

Demonstrate insight into own personal development needs and access development through an agreed appraisal plan.

Attend mandatory training, and complete other in-service training (including e-learning) as necessary.

Maintain and develop standards to practice through continuous personal development (CPD) in line with healthcare changes, developments and service delivery requirements.

### Person specification

Requirements	Essential	Desirable	Evidence
<b>Education and qualifications</b>	GSCE passes in English and Maths or NVQ Level 2 qualifications (or equivalent).	Computer literacy qualification	Application form/Interview.
<b>Experience and knowledge</b>	<p>Previous experience as an administrator/receptionist role.</p> <p>Experience of working in a role which requires an understanding of GDPR.</p> <p>Awareness of own limitations. Working in an effective team.</p> <p>Ability to communicate with a range of different people, including service users, carers and members of the multi-disciplinary team.</p>	<p>Experience of working within the NHS</p> <p>Experience of multi communications with a wide range of teams.</p> <p>Knowledge of e-Care.</p>	Application form/Interview.
<b>Skills and abilities</b>	<p>Negotiating skills.</p> <p>Able to work with a degree of autonomy.</p> <p>Able to remain calm whilst working under pressure.</p> <p>Communicates effectively, clearly both verbal and written.</p> <p>Computer literate and good with keyboard skills.</p> <p>Ability to exercise tact and diplomacy.</p>	<p>Ability to prioritise work load.</p> <p>Understanding conflict resolution.</p> <p>Medical Terminology</p>	Application form/Interview.
<b>Personal qualities</b>	<p>Excellent interpersonal skills.</p> <p>Flexible approach to working hours and duties.</p> <p>Commitment to openness, honest and integrity in undertaking role.</p>		Application form/Interview.

## GENERAL NOTES

### CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

### INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

### MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

### HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

### QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

### FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



opportunity  
to highlight

### CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

### INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

### NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

### EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

### **DATA QUALITY**

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

### **FREEDOM OF INFORMATION**

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

### **INFORMATION ASSET OWNERS (IAO)**

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

### **CODES OF CONDUCT FOR NHS MANAGERS**

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

### **STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST**

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

### **FRAUD, BRIBERY AND CORRUPTION**

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

### **STANDING FINANCIAL INSTRUCTIONS**

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

### **SUSTAINABILITY**

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

### **ACTIVE TRAVEL**

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

*See the travel pages on the intranet for further details.*

### **NHS FOUNDATION TRUST**

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

#### **POLICIES AND PROCEDURES**

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

#### **COMMUNITY STAFF**

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

#### **REVIEW & MONITORING**

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council



**WEST SUFFOLK NHS FOUNDATION TRUST**  
**TERMS AND CONDITIONS OF EMPLOYMENT**

**Band 3 Salary Scale:**

Entry Level	£22,816 pa
Increment 1	£22,816 pa
Increment 2	£24,336 pa
Increment 3	£24,336 pa
Increment 4	£24,336 pa
Increment 5	£24,336 pa
Increment 6	£24,336 pa

**Pro rata for part time**

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

**HOURS OF DUTY:** See NHS Jobs advert

**ANNUAL LEAVE:** 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

**PENSION SCHEME:** All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

**PERIOD OF NOTICE:** Two months

**TERMS AND CONDITIONS OF SERVICE:** All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

**PROTECTION OF CHILDREN AND VULNERABLE ADULTS:** The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

**RETIREMENT POLICY:** The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their

Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

#### **LEASE CAR INFORMATION:**

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

#### **SOCIAL AND GENERAL:**

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

#### **CHILDCARE:**

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to [westsuffolk@busybees.com](mailto:westsuffolk@busybees.com).

**April 2023**

Human Resources and Communications Directorate