



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

JOB DESCRIPTION

JOB DETAILS:

Job Title	Service Co-ordinator Facilitator BCU Single Point of Contact
Pay Band	Band 5
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	West IHC
Department	Self Care Team
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Self Care Team Strategic Lead
Reports to: Name Line Manager	Senior Co-ordinator
Professionally Responsible to:	Self Care Team Strategic Lead

JOB SUMMARY / PURPOSE

The post holder will provide a high level of service co-ordination to the Single Point of Contact team.

The post holder will enable and promote the effective use of data, information, knowledge & technology to improve, inform and support service improvement projects and initiatives as identified.

To ensure the accurate and timely reporting of key data as required by the service, Directorate, partner agencies and Welsh Government.

To co-ordinate and ensure service Policies and Protocols are up to date and centralised.

The post holder will be responsible for undertaking delegated project work including the introduction of new systems and processes across the service.

To set up and maintain core databases/spreadsheets appropriate to the service and report from such systems levels of compliance within areas such as mandatory training/PDR and other workforce requirements.

To support the Strategic Lead with managing online systems such as the E-rostering system etc.

To review, evaluate and recommend revisions of clinical assessment software and templates.

To demonstrate an effective management style, encouraging and supporting innovative thinking from staff within the service and other departments, service users, carers and families.

To liaise with partner organisations and other Health Boards appropriately as directed and to maintain accurate business records for the service.

Ensure confidentiality and security of information is maintained at all times whilst providing an excellent customer service experience for all users to the service.

MAIN DUTIES AND RESPONSIBILITIES

To ensure systems are in place to meet and maintain standards of practice that conform to the Health Board requirements and to introduce and maintain data systems that will allow this.

The post holder will have responsibility for planning, timetabling and undertaking preparatory work for meetings and to provide any necessary documentation. For some meetings the post holder will be chairing and others they will be participating presenting the business issues, risks and needs of the service.

To arrange, attend and actively participate in team and wider directorate meetings and work with the Team Leader to improve and maintain service performance.

To arrange a variety of Service and Management meetings on behalf of the service management liaising with internal/external agencies and a variety of disciplines.

To act as a filter for incoming calls related to key business areas exercising tact and discretion, also using initiatives on issues which can be dealt with personally and where appropriate redirecting to other senior staff, proactively seeking information and passing on as necessary.

To handle significant quantities of confidential and sensitive information on behalf of the service, always ensuring that the appropriate degree of confidentiality, discretion and tact is adopted at all times.

To prepare letters, memos and other papers from the service and wider Directorate meetings and ensure timely circulation across the service.

To implement and maintain efficient and workable manual and electronic systems and databases, including electronic filing systems, ensuring files and records are stored and retrieved appropriately.

To ensure that information and documentation is provided in a timely fashion and readily available for meetings and discussions, including preparing reports, agendas, minutes, statistics and other similar documents.

To ensure that incoming mail is dealt with, or appropriately redirected, and to forward items requiring input from others that cannot be otherwise dealt with, indicating clearly and meeting deadlines or instructions as necessary to facilitate speedy resolutions and prioritisation.

To maintain constructive relationships with a broad range of internal and external stakeholders and to participate in relevant internal and external working groups, projects, services and initiatives to provide information and analytical advice.

Business Management

The post holder will be responsible for co-ordinating and quality assuring relevant business meetings, service planning and delivery meetings for the service and wider Directorate to improve and maintain service performance.

To ensure all Oracle orders are reviewed and appropriate within the financial framework.

To work with the Clinical Lead to ensure staff rotas and are maintained and managed through the Erostering system.

To ensure compliance with all Freedom of Information requests in a timely manner.

Keep up to date with best practice and suggest changes which could be made to personal practice with the Clinical Lead.

Discuss and agree with colleagues the way forward to effectively plan, implement and manage service change.

Managerial Responsibility

The post holder will work within the Health Boards agreed policies and procedures ensuring compliance with:

- Confidentiality
- Health and Safety
- Welsh Language Scheme
- Complaints/concerns/suggestions
- Service specific policies

To contribute to the development and implementation of the service operational plan and agreed service developments in line with the Directorate Strategic Framework.

Ensure that systems are in place for effective communication and dissemination of information.

To effectively manage change within delegated project work.

To ensure the effective use of resources and collation of relevant statistical information to inform both the service and the wider Directorate.

To ensure systems are in place for audit of management/business processes.

To contribute to the development and maintenance of systems which will enable service benchmarking.

Service Improvement

The post holder will react positively in managing change and comply with requirements to adapt own practice when required to do so in the agreed way and within agreed timescales.

The post holder will effectively support the Clinical Lead in providing clear guidance when changes have to be made in working practices/systems, by adopting an open and honest stance when discussing the rationale for change, clearly explaining the benefits of any changes and the potential consequences of change not occurring.

Develop and implement business systems reflecting service changes and clinical imperatives, ensuring these link and are compliment with systems within the wider Directorate business function.

The post holder will evaluate own and others' work to ensure best practice is maintained.

Proactively contributes to discussions regarding evaluation of services by sharing data/information gathered. Shares ideas and possible initiatives with the Team Leader to improve the operational running of the service and make suggestions for improvements to existing practice.

Maximise opportunities to share good practice and innovation with colleagues.

The post holder will consider corporate direction, policies and strategies and assist in ensuring that policies and procedures are developed and implemented in accordance with current statutory legislation. Commenting on policies and procedures and suggests changes and amendments as needed.

Communications

The post holder will act as the key point of contact for all business-related issues within the service, ensuring effective liaison/communication between the service and other areas of the Directorate, the Health Board and external organisations.

The post holder will ensure the effective operation of the service, providing the Clinical Lead with support across the full range of duties; organising and planning the workload of the Team Leader, administering office business, research specific/complex matters on behalf of the Clinical Lead.

Deal with internal/external general enquiries, dealing with complaints, confidential enquiries, providing answers and information when required to do so, taking accurate details and information, dealing with correspondence, arranging draft responses where necessary and provide information on data collated.

Adheres to the Health Boards Guidelines relating to record keeping. Keeps records of personal activities for KSF, PDR and sickness records, and maintains confidentiality in line with Health Board policy on Records Management e.g. FACE inputting, CPA and the 111-call system.

Has a detailed working knowledge of Health Board policies such as confidentiality, Data Protection Act, Freedom of Information Act and the complaints process etc.

The post holder will use a wide range of different forms of communication depending on the circumstances, which will include verbal, written and electronic communication. They will be responsible for communicating business and sensitive information from staff at all levels of the organisation as required.

The post holder will ask appropriate questions in a polite manner and seek guidance when needed.

The post holder will pass on information clearly and succinctly and in a manner which the recipients will understand and which is appropriate. They will present reports/findings, e.g. through the use of PowerPoint, to internal staff groups.

The post holder will recognise and reflect on barriers to effective communication which may be experienced, explain the relevance and importance of information/requests clearly and demonstrate the ability to deal with anxious or distressed staff in an appropriate manner. Stressful situations will be managed calmly, addressing sensitive or complex issues with tact and ensuring privacy in the workplace environment.

The post holder will maintain accurate records in accordance with legislation, policies and procedures, respecting and maintaining confidentiality at all times. Keeps data/information relevant in accordance with the Data Protection Act and acts in compliance with Health Board policy on Records Management. Ensures all information shared is accurate and relevant.

Services and Project Management

Deals effectively with both internal and external general enquiries for service. Respond promptly to changes within the services whilst identifying any anticipated problems.

Ensure all matters are dealt with within agreed timescales. In the first instance, resolve any problems/concerns if this is possible and inform the Clinical Lead of any unresolved issues in an appropriate and timely manner.

Reports on the performance of the service within the wider Directorate and to Welsh Government identifying trends and outcomes and identifying actions to improve performance.

Manages specific projects and tasks such as data collection and analysis, standalone seminars, workshops and conferences co-ordinated within the service which have conflicting elements.

Working with the service, wider Directorate and partner organisations the post holder will promote innovation and best practice in bringing about service change in support of national priorities and drivers and responsive to local health need.

The post holder will lead/contribute to projects in collaboration with the service and partner organisations and contribute to service reviews and offer guidance on project and planning processes.

The post holder will lead/provide support and advice to the Clinical Lead and wider Directorate on project delivery of the Transforming Mental Health agenda to bring about a modernised, patient focused service.

Leads and/or contribute to pathway development and support and develop initiatives which focus on new ways of working. Monitor and review project plans, adjusting for changes in local need and national policy guidance.

Analyses available data and service information to facilitate redesign, supporting the delivery and development of improved performance and quality.

Finance and Resources

To support the service to achieve the objectives of the Health Board within the resources available. To work within the remit of the Health Board's Standing Financial Instructions.

Ensure the use of prudent financial resource by monitoring ordering/supplies via Oracle.

Responsible for checking and signing off invoices for the service when goods are received and forwarding for payment as appropriate. Authorised signatory for payments within agreed remit limit.

Responsible for the programme of external contract monitoring and review.

Monitors service budget and staff resources and brings discrepancies to the attention of the Team Leader.

In collaboration with the Finance Department, provides anticipated costings for changes in staffing and/or structures in order to inform decision making.

Personal and People Development and People Management

Provides routine training to colleague on all business administration and digital systems in use within the service.

May supervise other administrative staff within the service.

The post holder will prepare for and actively participate in KSF personal development review/appraisal process in line with service development and organisational policy, reflecting on own achievements and key learning experiences over the previous 12 months against performance and objectives set.

The post holder will take responsibility for ensuring own career development is maintained through appropriate training opportunities to evaluate currency and sufficiency of own knowledge and practice against the KSF outline for the post.

The post holder will proactively seek development opportunities both internally/externally to broaden existing knowledge, skills and expertise through networking, shadowing, informal and formal training sessions, coaching, attending conferences/regional meetings and undertaking formal qualifications.

The post holder will be expected to maintain a portfolio of qualitative evidence to support agreed PDR, demonstrating growth and development, which is presented as part of the personal development review process.

The post holder will provide timely feedback to colleagues by sharing the key learning outcomes/benefits.

The postholder will support the recruitment process within the service, acting as a point of contact for vacancy issues and ensuring the process completed in a timely manner.

Information Processing

The post holder will be responsible for the successful rollout of electronic systems within the service, from the initial planning stage to full dissemination within teams.

The post holder will co-ordinate and ensure the Team Leader and partner organisations receives monthly/ weekly reports/data on performance outcomes/quality outcome measures in order to ensure robust performance management.

The post holder will be responsible for co-ordinating data and ensuring this data is communicated in line with local policy. To ensure that data and information is fed into the wider reporting systems of the wider Directorate and Welsh Government in line with specified timescales. The integrity of the information will be maintained consistently within legislation, policies and procedures by ensuring the highest standards of information governance.

The postholder will design and create reports using the most appropriate computer software packages, analysing and presenting findings in a variety of formats.

The post holder will monitor the collation of information on behalf of the Team Leader confirming that the data/information is set out in the format agreed and reports any quality issues as appropriate.

The post holder will take responsibility for identifying and investigating problems and queries with relevant others to ensure effective management of the service business function.

Health, Safety and Security

The post holder will be able to identify risks to the health and safety of self and relevant others. This will include those risks relating to the office environment and the work itself. The post holder will ensure familiarity with the Health and Safety Procedures for the Office and uses the Health Board's Incident Reporting Procedure for any Health and Safety issues that arise, including potential risks.

The post holder will undertake work activities consistently in line with the organizational Health and Safety and Risk Management Policies. Ensuring the safe disposal of confidential waste and ensuring self and others comply with information governance and maintains confidentiality of data/information. When transferring confidential data/information ensure password protected.

Demonstrates ability to take appropriate action in the management of risk e.g. use of risk assessments, completion of Datix as appropriate.

The post holder will be able to respond to an emergency situation in a controlled and responsible manner summoning assistance from specialist staff when necessary. Ensuring accidents and incidents are reported and responded to. The post holder will know the procedures to follow relating to accidents and emergencies and can implement them if necessary.

Attends statutory training relating to fire safety according to Health Board policy.

Support others in maintaining health, safety and security by raising awareness and correcting bad practice.

Quality

The post holder will undertake duties in compliance with Health Board policies and procedures and encourages others to do so. Act as a role model for others to follow.

In the absence of the Team Leader the post holder will ensure that all matters are dealt with promptly and efficiently and that information is relayed to nominated senior managers.

The post holder will understand and recognise own role, the limits of own professional competence and be responsible for limiting own actions to those, which, you feel competent to undertake and identify areas where further training is required.

Equality and Diversity

The Health Board is an equal opportunities employer and the post holder is expected to promote this in all aspects of their work. Have a broad working knowledge of organizational equality and diversity policies and standards. Act within the law.

The post holder will ensure that all staff feel they are positively and equally valued and their efforts and individual contributions are recognised.

Understand and act in a way that indicates own responsibility to treat all others fairly and with respect in accordance with legislation, policies and procedures. Act in a professional, respectful and courteous manner at all times.

Positively values diverse backgrounds of colleagues. Listen to the views and opinions of others.

The post holder will act in a non-discriminatory manner during day to day working practice and set an example to colleagues.

Play a positive part in promoting good relationships between colleagues.

The post holder will have the ability to recognize and rectify when own behaviour deviates from the expected standards. Participate in reflective practice and acknowledge constructive feedback on own behaviour.

Be able to challenge inappropriate behaviour relating to people's personal beliefs, preferences and culture in the workplace. Understand the necessity of voicing concerns about others' non-compliance behaviour and reporting to the head of service if the problem persists. Identifying and taking action when others' behaviour undermines equality and diversity.

Effort and Environment

The postholder will possess advanced keyboard skills for manipulating and formatting of multi-faceted statistical data sets when preparing management reports.

Continuous use of VDU.

Ability to travel across the health board footprint in a timely manner.

<u>GENERAL REQUIREMENTS</u>

Include those relevant to the post requirements;

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

➤ **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

➤ **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

➤ **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

➤ **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

➤ **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the Trust's preemployment check procedure. *Delete as appropriate. The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

➤ **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.

➤ **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

➤ **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Appropriate degree level qualification or equivalent experience.</p> <p>Fully proficient in the use of IT software packages including Word, Excel, PowerPoint, Email, Electronic Diaries and Internet.</p> <p>Ability to collate, analyse and draw conclusions from data and present reports in a variety of formats.</p>	<p>Business Management qualification or equivalent demonstrable experience of typing plus experience of working in an administrative/business environment.</p> <p>Experience of working in partnership with stakeholders.</p> <p>Project Management qualification e.g. PRINCE 2 / MSP / Agile.</p>	Application form and interview
Experience	<p>Significant experience in an administrative/business role within a health care setting.</p> <p>Experience of report writing, planning and business management processes.</p> <p>Experience of planning and prioritisation of own work and delivering within tight timescales.</p> <p>Working knowledge of data protection and confidentiality legislation.</p>	<p>Experience of managing service change projects.</p> <p>Experience of coordinating and leading change activities.</p>	Application form and interview

Language Skills	The ability to speak Welsh is essential for this post.		
Aptitude and Abilities	<p>Able to work in a multidisciplinary and multi-agency environment.</p> <p>Ability to communicate effectively with a wide range of internal and external stakeholders.</p> <p>Ability to analyse data and situations and recommend solutions to problems.</p> <p>Demonstrates the following skills:</p> <ul style="list-style-type: none"> • Leadership skills • Time management skills • Good organisational skills • Good communication skills • Interpersonal skills • Problem solving • Team player • Networking • Self-motivation/motivate others 		Application form and interview
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis:</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values:</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		

Other	<p>Ability to travel across the health board footprint in a timely manner.</p> <p>Flexible working in line with service need over 24 hours 7 days a week.</p>		Interview and application form
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