



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY

NHS
North West Anglia
NHS Foundation Trust

Information pack for the post of Antenatal Pathway Co-Ordinator Division of Maternity

November 2023



**GOOD TO
OUTSTANDING**



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Antenatal Pathway Co-Ordinator
GRADE	2
HOURS OF WORK	30
DEPARTMENT	Maternity Outpatient Department
BASE	Peterborough City Hospital
RESPONSIBLE TO	Department Manager
ACCOUNTABLE TO	Head of Midwifery

Background and Context

Job Summary

- To act as the first point of contact for service users utilising the Maternity Day Assessment Unit
- To process electronic and paper based referrals to maternity care, ensuring that referrals are booked in a timely manner in line with National, Local and Trust targets.
- To participate as a team member, liaising with the public and hospital staff in all clinical areas on a daily basis.
- Project a professional and helpful manner, ensuring that confidentiality is maintained at all times.
- Ensure work load is completed in line with KPI's
- Monitor and ensure cancellations for new appointments are fully utilised on a daily basis.
- Work closely with the Screening Failsafe Officer to ensure that all women booking for maternity care are offered Screening within the correct time frame.

Key Working Relationships (organisational chart)

Main Duties and Responsibilities

A. Communication responsibilities

- Provide excellent communication skills with service users, their families and colleagues.
- Convey routine information to service users, escalating to a registered midwife as required.
- Maintain patient documentation relating to care given by yourself in accordance with Trust guidelines, and promote accurate documentation within the team.
- Be aware of procedure for booking patients into specific clinics according to speciality.
- Manage telephone calls, voicemails, email and face to face enquiries in a professional and informative manner.
- Receive, acknowledge, log and deal with correspondence and forwards to appropriate departments.
- Communicate effectively within the multidisciplinary team.
- Always promote effective communications and relationships both within and external to the Maternity Outpatients Department and Trust.
- Encourage individual team members to communicate with one another and work together as a team to maintain optimum efficiency.
- To attend regular team meetings.
- Communicate in a receptive and informative manner to all enquiries to the service.
- Maintain effective communication with all persons both within and external to the Trust in line with confidentiality and information governance.
- Maintain accurate records; contribute to team meetings and liaise with other agencies and professionals providing and receiving highly complex information.

B. Analytical & Judgement

- Demonstrate willingness and skill to be able to diagnose and remedy situations or information to recommend the best route of action.

- Demonstrate knowledge of computer systems and clinical process.
- Be able to identify deviations from the norm and demonstrate the ability to refer to a senior colleague as required.

C. Planning and Organisational

- Demonstrate ability to support team meetings and other programmes which may require adjustment.

D. Patient services includes Professional

- Accurately and promptly carry out the delegated tasks as directed by registered midwife/nurse who are professionally accountable for the delivery of care.
- Appropriately manage referral letters from women, midwives and General Practitioners.
- Manage the antenatal department reception area- booking in patients, answering the telephone and supporting patient flow through the area.
- Contact patients and arrange mutually convenient date and time to attend for their new appointment or follow up appointments.
- Update patient information as necessary, including GP details, contact details and address.
- Provide and deliver a high standard of individualised personal care to women,
- always promoting their equality and dignity
- Promote infection control within the multidisciplinary team.
- Maintain a safe environment ensuring the clinical area is clean and tidy.

E. Service and Policy Development

- With support from the department manager, implement policies for own work area and proposes changes to working practices or procedures for own work area.
- Be pro-active in supporting change within the service.

F. Financial responsibilities

- Support the department manager in acquiring and monitoring the use of stock and supplies- maintain stock levels and be responsible for the procurement of resource.
- Support the department manager to maintain responsibility for the safe use of equipment within the department.
- Support the department manager to maintain responsibility for maintenance of resources.

G. HR responsibilities

- Work with the Outpatients Department Manager to evaluate the effectiveness of the service through audit and ensure that improvements are implemented and re-audited as appropriate.
- Partake in departmental audits; submitting accurate and timely statistical information as required by the Department/Trust to enable the monitoring of Key Performance Indicators.
- Maintain the high standards of the department by contributing towards individual, team, service and Trust objectives.
- Advise the Outpatients Department Manager of any circumstances which give cause for concern in relation to staff conduct and performance or Health and Safety.
- Establish and maintain safe systems of work within the department or area of work in line with Health & Safety at Work Acts, EEC and COSHH regulations etc.

H. Information Management

- To be responsible for maintaining clinical records as required.
- The Trust requires all staff to maintain a high standard of confidentiality.
- Receive, acknowledge, log and deal with correspondence and forwards to appropriate departments
- Demonstrate the ability to use multiple software programmes to support the maintenance of clinical records.

I. Research and Development (includes Risk & Governance Management)

- To participate in the reporting of safety incidents
- To support the department manager in investigating safety incidents

J. Freedom to Act (includes Autonomy, Management and Leadership)

- Responsible for attending monthly meetings with the Maternity Outpatients Department Manager.
- Responsible for contributing to the agenda for staff meetings. Ensuring that the team both contribute to the agenda and to discussion.
- Demonstrate ongoing personal development through participation in internal and external development and training opportunities.
- Ensure compliance with mandatory training.
- Maintain an up-to-date personal development plan (PDP)
- Participate in own appraisal (MPA)

- Undertake any operation or production problems by the Maternity Outpatients Manager.
- Report any operation or production problems to the Maternity Outpatient Manager.

K. Mental Effort

- There is a frequent requirement for prolonged concentration to be able to undertake clinical care in a fast-paced environment.
- There may be unpredictable interruptions within day-to-day work- the ability to respond and react to this is vital to this role.

L. Emotional Effort

- Occasional exposure to distressing or emotional circumstances.
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Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.