



Alder Hey Children's **NHS**
NHS Foundation Trust

JOB DESCRIPTION

POST Pathway Coordinator for Orthopaedics and Emergency
Care Research

ACCOUNTABLE TO Orthopaedics and Emergency Care Research
Programme Manager & Professor Dan Perry

REPORTS TO Operational Manager Orthopaedics and Emergency
Care Research /Senior Research Coordinator

AGENDA FOR CHANGE BAND 4. Secondment Opportunity for 24 months in the first instance

Job Summary: *An outline of the key duties and responsibilities of the post holder including key relationships and outcomes required.*

The purpose of this post is to provide a comprehensive administrative service within the Surgery Division for the Orthopaedics and Emergency Care Research Team led by Professor Daniel Perry. The post holder's main duties will include organising, directing and coordinating the work of the Research team across both Alder Hey and their University of Liverpool. The Pathway Co-Coordinator will be expected to work with the minimum of supervision. They will be able to demonstrate flexibility and use own initiative to carry out duties in such a way as to make a direct and positive contribution to the research team, thus enabling the team to utilise their time in an efficient and effective manner. The post holder will provide a confident professional service. It is vital that confidentiality be maintained at all times. The post holder must adhere to Trust Policies and Procedures at all times.

Key Relationships (detail below)

COMMUNICATION SKILLS:

- Communicate professionally and effectively with all internal and external agencies both verbally and non-verbally in a timely manner.
- Liaise with clinical and non-clinical staff to resolve any issues that may arise, to the mutual benefit of all concerned.



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- Meet and greet external visitors to the department in a professional and polite manner.
- Liaise with colleagues in the University of Liverpool as required.
- Assist with external engagement using social media and marketing tools.

Main duties and Responsibilities (detail below)

ANALYSIS AND JUDGEMENT SKILLS:

- Typing of minutes of meetings and general departmental correspondence when required and within locally agreed timescales.
- Work flexibly to ensure the needs of the research team are met at all times.
- Exercise judgement and initiative in order to manage the workload effectively and efficiently, taking appropriate action to resolve any issues, liaising with appropriate personnel and seeking guidance from the Line Manager when required.
- Attend and contribute to departmental meetings, team briefs etc.
- Arrange travel and process expense claims as required.

PLANNING AND ORGANISATIONAL SKILLS:

- Support the day to day organisation of the team by managing diaries, co-ordinating meetings, ensuring appropriate documentation available for meetings/lectures, preparation of documents/presentations, attending meetings to take minutes and typing of agendas/minutes.
- Co-ordinate national and international meetings/conferences including travel arrangements, accommodation etc.
- When required, assist in the co-ordination of training programmes for junior staff, whether it be medical or administrative staff, in conjunction with clinical and management teams.
- When required, assist Professor Perry with preparation of lectures, exams, research articles and liaising with academic and Research & Development departments.
- Adapt a flexible attitude to meet the needs of the team, taking into consideration the research teams specialist requirements.



- Organise meetings of the clinician collaborators and patient/parent collaborators.

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PHYSICAL SKILLS AND DEXTERITY:

- Required to sit in a restricted position for prolonged periods whilst inputting data and typing.
- Required to have prolonged use of a VDU screen.
- The post holder will require advanced keyboard skills.

POLICY & SERVICE DEVELOPMENT:

- To comply with all Trust and local departmental policies and procedures.
- Undergo all statutory/mandatory training as and when required.
- To take reasonable care for the health and safety of oneself, as well as others.
- Adhere to Trust risk management policies to ensure a safe working environment.
- The post holder is required to comply with the Trust policies on infection prevention and control, bringing any deficiencies to the attention of the Line Manager.
- To be responsible for the general housekeeping of own work area, as well as departmental common areas, reporting any faulty or broken equipment and adhering to the Trust Risk Management Strategy.

RESPONSIBILITY FOR FINANCIAL & OTHER RESOURCES:

- To ensure all charitable donations received are dealt with in line with Trust policies.
- Responsible for ensuring Trust equipment and resources are maintained, reporting any faulty equipment to the Estates Department.

HUMAN RESOURCES & TRAINING:

- To provide full support to Line Managers at all times.
- To use initiative, working autonomously within the remit of the role.
- Oversee the daily workload of the research team, prioritising tasks where appropriate and ensuring excellent communication skills at all times.



- Prepare and implement local induction packages to meet the needs of the service.
- Offer training and support to new members of staff or students within the department, including training in any new technology whilst ensuring some level of responsibility for their workload until competencies have been met.
- Undergo continuous professional development as identified in personal development plan/review, in conjunction with the Knowledge & Skills Framework (KSF) outline for this post.

IT OR OTHER INFORMATION SYSTEMS/RECORD KEEPING:

- Following consultation, co-operate in the introduction of new technology and new working practices, in addition to those already in place as it may apply to the work of the administrative service.
- Ensure all information on the Patient Administration System is updated and accurate, in line with the Trust Data Quality Policy and liaise with colleagues as required, ensuring any necessary changes are actioned.
- Ensure that information systems accurately record the stage of the patient journey in line with national and locally agreed policies and procedures.
- Undertake regular refresher training in information technology to ensure knowledge and skills are kept up to date.
- Ensure any other patient identifiable information (other than that stored on the Patient Administration System) is stored and used in line with the Trust's Information Governance Policy.
- When required, create, maintain and update databases specific to the specialty requirements.

RESEARCH & AUDIT:

- The post holder may be required to undertake audits of their own workload, as well as that of the supporting team, in conjunction with the requirements of the management team, e.g. telephone audit.
- Update and maintain specialty specific databases for audit purposes as and when required.

MANAGEMENT & LEADERSHIP:

- Promote a working culture that improves quality and efficiency within the department.



- To support the management team with the identification of more efficient ways of working within area of responsibility.
- To comply with all Trust and department policies and procedures.

OTHER JOB RELATED FACTORS:

Freedom to Act

- Work within clearly defined policies.
- Manage own workload with minimal supervision.

Physical Effort Required for the Job

- Some lifting may be required when filing or handling stationery stock.
- Frequent sitting.
- Occasional moderate effort for short periods.

Mental Effort Required for Concentration and Multi-tasking

- Frequent concentration patterns.
- Work patterns can be predictable.

Emotional Effort Required for the Job

- May be exposed to distressing or traumatic situations but unlikely.

Working Conditions

- Required to use a VDU more or less continuously.



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Our values:



We pride ourselves on the quality of our care, going the extra mile to make Alder hey a safe and special place for children and their families.



We are committed to continually improving for the benefit of our patients.



We are open and honest and engage everyone we meet with a smile.



We show that we value every individual for who they are and their contribution.



We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance.



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Values Based Behaviour's

Respect:	We show that we value every individual for who they are and their contribution
Excellence	We pride ourselves on the quality of our care, going the extra mile to make Alder Hey a safe and special place for children and their families
Innovation	We are committed to continually improving for the benefit of our patients
Together :	We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance
Openness:	We are open and honest and engage everyone we meet with a smile



My Alder Hey. My Values.

PERSON SPECIFICATION

Job Title Medical Secretary (Pathway Coordinator)

AFC Band 4

	ESSENTIAL	DESIRABLE
1. Education and Training	<p>At least two years' experience as a medical or research secretary, AMSPAR Diploma or equivalent qualification.</p> <p>Observe and adhere to all Trust policies and procedures.</p>	<p>High</p> <p>High</p>
2. Experience of...	<p>Demonstrate the ability to organise own duties and prioritise tasks within a busy team environment.</p> <p>Ability to work without direct supervision.</p> <p>Experience of recruitment and selection process.</p> <p>Experience of conducting personal development plans.</p>	<p>High</p> <p>High</p> <p>Medium</p> <p>Medium</p>
3. Knowledge of	<p>BTEC or equivalent level of knowledge on a range of Trust policies and management procedures, requiring experience or ongoing further development/ training, e.g. Team Leading & Management</p>	<p>Medium</p>

<p>4. Skills</p>	<p>Excellent communication skills, both verbally and non-verbally when dealing with patients/relatives and other internal and external agencies especially when providing or receiving complex or sensitive information.</p> <p>Ability to demonstrate the use of information systems, e.g. word processing packages, spreadsheets, databases, patient administration system, email etc.</p> <p>Ability to demonstrate an understanding of the importance of confidentiality and the Data Protection Act.</p> <p>Willingness to engage with new software tools (i.e. marketing tools) to create engaging newsletters to maintain buy-in amongst clinician and family collaborators.</p>	<p>High</p> <p>High</p> <p>High</p>
<p>5. Personal Attributes</p>	<p>Listen and act in a caring manner towards patients, relatives and visitors, especially where there are barriers to understanding.</p> <p>Undertake further training as part of continuous professional development.</p> <p>Be able to adopt a flexible approach when required by the needs of the service.</p> <p>Ability to demonstrate excellent leadership skills, including leading change, empowering others and holding people to account.</p>	<p>High</p> <p>High</p> <p>High</p> <p>High</p>



respect



excellence



innovation



together



openness

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Mandatory Statements

1. As an organisation which uses the Disclosure and Barring Service (DBS) Disclosure service, the Trust complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before an appointment is confirmed. This will include details of convictions cautions and reprimands, as well as 'spent' and 'unspent' convictions. A criminal record will not necessarily be a bar to obtaining a position. A decision will be made depending on the nature of the position and the circumstances and background of the offences.
2. The Trust is pro-diversity and anti-discrimination. Trust policies prohibit discrimination, victimisation, bullying or harassment. The Trust is committed to treating people equally, whether they are patients, colleagues, suppliers or other customers. We would like all our families and staff to feel valued and respected because we try to understand and provide for their individual needs.
3. The Trust is committed to promoting an environment that embraces diversity and promotes equality of opportunity.
Staff should apply the values of respect, excellence, innovation, togetherness and openness in all that they do to ensure that Alder Hey truly belongs to everyone.
4. In the course of your duties you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Trust. You must ensure that you handle personal information in accordance with the requirements of the Data Protection Act 1998.
5. You are reminded that, in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and are required to co-operate with the Trust in meeting statutory requirements.
6. You must ensure that you adhere to the Trust Infection Control policies and procedures at all times. You have a duty of care under the Health Care Act to prevent the spread of infection.



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7. Within the NHS, good patient care is reliant on the availability of complete, accurate, relevant and timely data. The quality of information can limit the capability to make operational decisions about the way care is planned, managed and undertaken. Poor information quality can lead to poor decision making and may put service users at risk. High quality information means better, safer patient care. Where you are required to record data on systems, whether patient or staff data, or paper or electronic format you must ensure that it is up to date, accurate, complete and timely. You have a responsibility to ensure that you feel sufficiently knowledgeable about the system you are asked to use and what is required of you in order to fulfil your task accurately. Where an error is created or discovered by yourself on any system which you cannot rectify, you must contact the relevant helpdesk / system owner or your Line manager. Please read the Data Quality and Information Governance Policies located on the Intranet and ensure you understand your responsibilities.
8. Alder Hey Children's NHS Foundation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Staff have a responsibility to ensure they are aware of specific duties relating to their role and should familiarize themselves with the Trust's safeguarding and child protection procedures, regular safeguarding and child protection training updates are mandatory for all staff. All individuals will have some risk management responsibilities with which you are required to comply, for details of your responsibilities please refer to the current Risk Management Strategy which is available on the intranet and in the local strategies folder.
9. You must comply with all Trust policies and procedures and attend all necessary mandatory training.
10. As an employee of the Trust you will be accountable for the data entered into records and systems. It is very important that the Trust records the most up to date patient demographic details, including full name, D.O.B., address, contact number, NHS number, GP and GP Practice. This is not only to fulfil our legal obligation under Principle 4 of the Data Protection Act, which states '*Personal data shall be accurate and, where necessary, kept up to date*', but it is also crucial in ensuring patient safety.
11. All staff should take ownership of records that are accessed and take the opportunity to check that the data held is correct.
12. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties.
13. Your job description will be subject to regular review with your Line Manager.