

RECRUITMENT INFORMATION PACK

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Major Revision Knee Network
Administrator



Job particulars

Job Title	Major Revision Knee Network Administrator
Pay Band	Trauma and Orthopaedics
Location	5
Reports to	37.5 Hours per Week
Responsible to	Admin Line Manager

Job purpose

The **Revision Knee Network Administrator** will be responsible for the administration of the regional revision knee multidisciplinary team meeting, including referrals into the major revision centre, the collection and management of all data related to the delivery of revision knee services and the administration of the national revision arthroplasty network database (RAN) as well as the Bone and Joint Infection Registry (BAJIR). This exciting new position will involve liaising directly with Patients obtaining complex and sensitive information.

The post holder will act as the focal point for the multidisciplinary team and will be an essential and integral part in the smooth running, administration, and organisation of a specialist knee MDT service.

This is a unique administration role that requires flexibility, attention to detail, own initiative, and excellent communication skills.

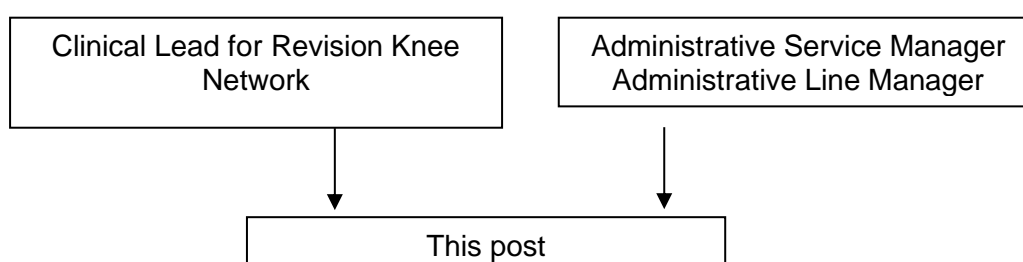
- To provide a full and efficient secretarial service to consultants and clinical teams, including an assigned specialist practitioner. This will include audio typing, personal dictation and management/screening of voice recognition outputs, and ensuring that all documentation (for example discharge summaries, operation notes, reports, theatre lists, outpatient clinic notes and clinic/appointment letters) is produced to an excellent standard, utilising the range of paper and electronic systems the Trust or department make available at any point in time.
- Ensure all information is secure and confidentiality of information is maintained at all times
- Provide excellent patient care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Participate in the collection and inputting of data for audit, monitoring and research purposes, including the management of patient questionnaires and data required to populate local and national registries
- Ensure the professional image of the Trust is maintained at all times

Key working relationships



Internal	External
Medical and nursing consultants	Patients
Matrons and Clinical Nurse Specialists	GPs
Ward managers and ward staff	Individual Funding Review Panels
Administrative teams including secretaries	Other nursing and administrative staff within the RDE Trust.
Administration Line Manager	Cluster Managers and Cluster Support Managers
Patient Advice and Liaison Service	
Service Delivery Managers and Managers	

Structure chart



Main duties, responsibilities, and results areas

NETWORK

- To be familiar with RDEFT NHS Trust IT systems in order to search for clinical investigation results e.g. ICS, ICE, PACS and other patient specific data
- To be responsible for the timely collection and accurate input of all data required for the required databases
- To respond to all NHSE data queries in a timely way
- To be responsible for the implementation of any new databases or data collection required for the management of the service or network
- To act as a point of contact for Revision Knee data queries, but also to raise data queries where necessary and ask for support as appropriate to Nurse Specialists and Delivery Manager.
- To work with colleagues to coordinate databases and streamline and improve data capture where possible
- To provide regular reports as agreed with clinical and management colleagues
- To assist the clinical teams with the production of reports for governance meetings and the collection of data for audit purposes
- To have knowledge of and maintain procedures relating to the RDEFT Trust Data Protection Act and Caldicott guidelines



- To be responsible for Data Quality within the Team ensuring that information both provided and received by the area is accurate and valid. Any difficulties identified should be resolved through discussion with the Team, and other as appropriate
- To provide data support for audit and governance.
- To prepare and validate data for weekly Major Revision Knee meetings.
- To extract data from data collection systems and prepare information reports for the Major Revision Knee unit.
- To support service improvement work through the use of data for pathways, capacity and demand and activity analysis
- To support work across North-East London and travel to relevant sites where required

MDT

- To facilitate the MDT meetings for specialist knee pathway. This may require being available for an early start/late finish or during lunchtimes.
- Participate on administrative co-ordination of the MDT (including preparation, coordination, documentation and follow-up of all administrative actions from the MDT meetings regardless of originating site)
- Work closely with the Lead Clinicians, Nurse Specialists and other key stakeholders from the Trust to put processes in place to ensure that all patients are followed through on following the MDT
- Ensure all discussions about each individual patient's management and the attendance of MDT members are recorded. Track all case note movements as necessary on the electronic tracking system
- Establish working knowledge of procedures and practices of the department, some of which are non-routine, including medical records systems and medical terminology
- To work closely with the Nurse Specialists in dealing with any MDT outcomes not completed and ensuring the relevant parties are informed and having a comprehensive record of the conversations and outcome
- Support the development and implementation of local and Network-wide audit and service improvement programmes for the management of urgent referrals and patients.
- Inputting of surgery data into national databases including BAJIR & NJR.
- Collecting surgery outcome data.
- To support the booking of urgent MDT patients into appropriate clinics each day.

Communication

- Make and receive telephone calls both external and internal according to Trust standards
- Liaising in person or via the telephone with all patients who are under the care of the Revision Knee Network
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- The ability to communicate effectively with staff in the Orthopaedic department in order to organise and complete work to set timescales.



- To establish and maintain effective communication links with all members of the multidisciplinary team at Barts Health and external organisations.
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent patient care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication Team members from other relevant specialties within the Trust, such as plastic surgery and microbiology
- Communicate effectively with patients regarding sensitive and personal issues.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of the changing circumstances of the service.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospitals.

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures
- This post is specifically designed to provide key administrative support for specialist Multidisciplinary Team (MDT) systems within Trauma & Orthopaedics. The post holder will work closely with that team's specialist practitioner, orthopaedic surgeons and doctor of all grades, as well as other members of the team contributing to the MDT. The MDT will involve co-ordination with other specialties within the hospital (such as microbiology or plastic surgery), and the post holder will be required to establish and/or maintain effective and safe modes of communication across a range of departments. Also, as a regional 'hub' providing co-ordination of patient treatment between this Trust and others, the post holder will be required to establish and/or maintain effective and safe modes of communication with relevant departments in participating hospitals.

Resource Management

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- To deal proactively and efficiently with telephone enquiries from patients, carers, GPs and other service users professionally, ensuring, where possible, that the caller's needs are met, or they are transferred to the most appropriate person



- To understand the patient pathway and be responsible for managing follow up appointments, inpatient admissions, and any other administration to ensure that patients are tracked effectively through their 18-week pathway
- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

Trustwide Responsibilities

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

FURTHER INFORMATION

- The post holder must at all times carry out duties and responsibilities with due regard to the Trust's equal opportunities policies and procedures.
- The post holder must at all times respect patient confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of the Data Protection Act.
- The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- The post holder is required to familiarise him/her with and comply with the Trust's policies and procedures.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
- The post holder is expected to develop IT skills.



- The post holder may be required to undertake duties at any location, in order to meet service needs.
- This job description is intended as a guide to the main responsibilities of the post and is **not** an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grades, which are not listed above, at the direction of his/her manager. The job description may be amended from time to time after consultation with the post holder.
- The Trust operates a No Smoking Policy.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.

Working conditions

Criteria	Description
Physical	Standard keyboard skills required. The role does not involve the post holder in a high level of physical effort, however he/she may be stationed at a computer for prolonged lengths of time and expected to go back and forth between the office and main hospital (a short walk, under 5 minutes)
Emotional	The post holder must manage successfully under resource and time pressure and be supportive to staff who have experienced difficult meetings, even though they themselves may be under stress
Working Conditions	The post holder will be based in an office environment but may be expected to travel to other sites and locations on occasion.
Mental	Concentration required for effectively multi-tasking, analysing data, writing reports and working in a team based environment. The post holder is expected to think on their feet and respond under challenge without preparation in challenging face to face situations. They need to remain calm and controlled in situations that can be hostile.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding



children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). www.nmc-uk.org/



Person specification



REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1 st PDR or (award of) increment
QUALIFICATIONS / TRAINING: Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English RSA III Typing or equivalent Audio Typing qualification or equivalent experience Clinical Document Management (CDM) AMSPAR/Medical Terminology qualification or equiv. Patient Administration System (PAS) Level 3 outpatients ECDL, CLAIT or equivalent MYCARE / EPIC (*if in use at date of appointment) BAJIR, InfoKnee & NJR system interfaces	E E E D D D D D D* D	E E E E E E E E E* E
KNOWLEDGE / SKILLS: Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to co-ordinate complex diary management Ability to liaise and communicate with staff at all levels Motivation and negotiation skills Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of PAS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Accurate Audio Typing Knowledge of Trust procedures Able to work independently, with minimum supervision	D D D E D E E E E E E E D D D D E E E E D D	E E E E E E E E E E E E E E E E E E E
EXPERIENCE: Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	E D	E E
PERSONAL ATTRIBUTES: Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment Empathetic, but able to understand professional/occupational boundaries	E E E E E E	E E E E E E



Smart appearance, adhering to the Uniform Policy	E	E
Welcoming friendly and approachable manner	E	E
An adaptable approach to work	E	E
Flexible approach to working hours	E	E
Commitment to continual development to inc. relevant new systems, policies and procedures	D	E
Adheres to relevant Trust policies & procedures	E	E
Adheres to confidentiality & data protection requirements	E	E

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	

