

DIRECTORATE OF OPERATIONS

JOB DESCRIPTION

POST	Nursing Liaison Officer
PAY BAND	Band 3
RESPONSIBLE TO	Service Manager
ACCOUNTABLE TO	Service Delivery Manager
BASE	Scunthorpe

ABOUT US

Northern Lincolnshire and Goole NHS Foundation Trust is on an improvement journey, with a strong focus on delivering quality care to our population of around 440,000 people. We provide a comprehensive range of secondary care services from three main centres, Grimsby, Goole and Scunthorpe, as well as community services in North Lincolnshire.

We aim to combine our patient first approach with innovation and creativity against a backdrop of holistic team working, as encapsulated in our vision and values – kindness, courage, and respect.

ABOUT THE POST

The post holder will be responsible for assisting the Community Nursing Teams including Virtual Ward / OPAT, the main tasks of the role are:

- Data quality and validation
- Procedural compliance
- Process efficiency
- Stakeholder liaison
- Assisting Virtual Ward & OPAT Services
- Reporting

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible and customer focused. They will provide a consistent approach across the department, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

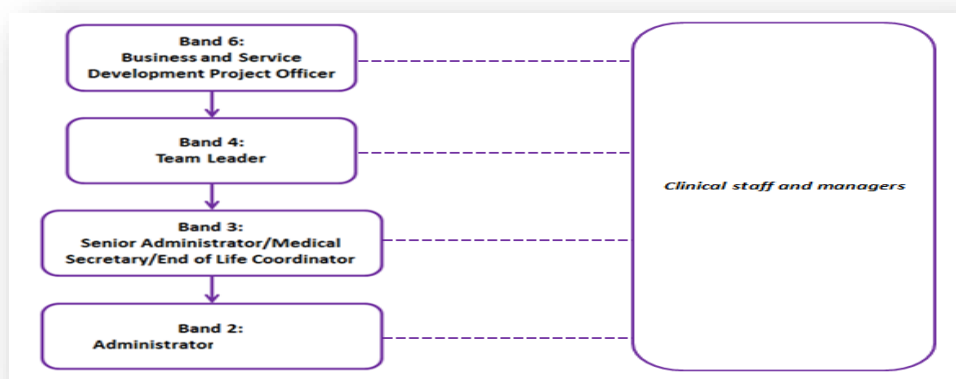
1. Providing support to the Community Nursing teams including the Virtual Ward & Outpatient Prescribing Antibiotic Tool (OPAT)
2. Ensure that administrative processes are in place and followed ensuring good practice and accuracy of recording patient information on relevant systems.
3. Lead on the daily management of patient tracking (eg PTL's or CHIS system) – ensuring that appointments are made in accordance with national/local targets.
4. Participate in the recruitment and induction of administrative staff.
5. Arrange and support admin team meetings including the taking of minutes, formulation of agenda's and supporting papers and distribution of correspondence.
6. Receive and assist patients and other visitors face to face and by telephone as required in a friendly manner, addressing and directing their enquiries appropriately within the departmental policies and guidelines. This may require providing cover on a rota basis.
7. Undertake general admin duties as necessary including general typing, sorting and distributing mail, room bookings, scanning, photocopying etc.
8. Operational use of information systems (e.g. CAMIS, SystmOne, WEBV, CHIS and all other relevant Systems) to register patients attending the services for treatment, ensuring the data entered is accurate and correct, setting up of rota templates and ensuring validation reports and tasks are complete.
9. Assist with the implementation of projects, policies and proposing changes where necessary.
10. Regular attendance at staff meetings and team briefs to ensure that continual communication with staff is upheld and encourage feedback, supporting the implementation of actions where necessary.
11. Support the recording of necessary risk assessment within services as required
12. Collate information and produce non-standard reports as required for the department.
13. Responsible for the monitoring of all ordering/preparing requisitions for goods/stock/repairs from an agreed point/supplier, ensuring ordering is undertaken in line with trust purchasing procedures and resolving queries escalated.
14. Ensure the quality of data on the various department information systems is maintained at all times including checking and merging of duplicated patient records notifying GP's of any discrepancies in patient details.
15. Adhere to the Trust/ Department policy with regard to uniform and maintain professional appearance suitable to a frontline post.
16. Attend any relevant training courses as necessary to ensure the effective delivery of the role and maintain personal development.
17. Provide routine non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

OUR VALUES



Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

LEADERSHIP RESPONSIBILITIES



ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to General Data Protection Regulation (GDPR). It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.

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PERSON SPECIFICATION

POST TITLE:

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education & Qualifications	<p>Good general educational background</p> <p>Experience of working in an administration environment</p> <p>Computer literate</p> <p>Working towards an NVQ Level 3 or equivalent experience</p>		
Occupational experience and abilities	<p>Knowledge and experience of administrative process and procedures (both routine and non-routine)</p> <p>Ability to gather data</p> <p>Ability to extract data from electronic systems</p> <p>Ability to analyse and use judgement to problem solve tasks and situations as they arise</p> <p>Ability to organise self, working to deadlines and ensuring quality standards</p> <p>Ability to progress tasks to ensure completion</p> <p>Ability to organise team members to support service ongoing service delivery</p> <p>Supervisory experience</p> <p>High standard of accuracy</p> <p>Flexibility and able to adapt to change</p> <p>Effective communication skills</p>	<p>Knowledge of processes and procedures associated with Community and Therapy</p> <p>Knowledge of systems including the Business Intelligence systems e.g. PTLs</p> <p>Knowledge of SystemOne</p>	

Personal Qualities	Effective Team Player Excellent organisational skills Ability to problem solve Analytical and use of judgement.		
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