



Job Description

New job	X
Significantly amended job	
Minor amendments from previous	

Job title	Patient Flow Coordinator	
Reports to	Service Delivery Officer	
Pay band	4	
Directorate	Operations	
Banding status (please tick one)	Indicative	A4C confirmed
	X	

Job summary

(overview of role/remit)

The Patient Flow Coordinator is a key role within the Delivery Cell structure.

Using data from the Hospital Handover Dashboard and external metrics they will be responsible for assisting the flow of operational resources to the most suitable Acute Hospital and will manage handover data quality.

Through consistent interpretation of the Resource Availability Dashboard and liaison with operational resources they will identify and seek to overcome barriers to patient care to maximise availability and uphold the principle that no patient should wait unnecessary for an ambulance.

The Patient Flow Coordinator will report to the Service Delivery Officer and develop key relationships with the Trusts Hospital Ambulance Liaison Officers (HALOs), Operations Support Advisors, Community Response Coordinators and wider EOC colleagues.

This is a new role for the Trust, but similar roles are operated by several other UK Ambulance Services.



Main duties and responsibilities (bullet points providing detail of responsibilities)

Management of Resource Availability

- The Patient Flow Coordinator will be responsible for assisting the Service Delivery Officer and Trust Incident Manager in the production, distribution, and effective placement of operational resources.
- The Patient Flow Coordinator will monitor the status of all operational resources to ensure accurate data quality.
- The Patient Flow Coordinator will assist operational resources when they are unable to respond to emergency calls due to barriers with vehicles, equipment, or staff.
- The Patient Flow Coordinator will manage unavailability in accordance with Trust Policy and provide challenge when it is appropriate to do so.
- The Patient Flow Coordinator will analyse performance, demand and resilience and identify when unavailability needs to be reviewed and when dynamic decisions need to be made regarding the application of unavailability.
- The Patient Flow Coordinator will monitor the application of the meal break policy and act to resolve any delay in the commencement of meal breaks to maximise resource availability and to facilitate staff welfare.
- The Patient Flow Coordinator will identify barriers to providing a safe service and recommend and apply appropriate solutions.
- The Patient Flow Coordinator will be expected to make prompt contact with delayed resources to identify the reasons for the delay and any additional support required. If resolution requires further support this must be escalated to the relevant local commanders / Service Delivery Officer.
- The Patient Flow Coordinator will monitor on scene times and support operational resources to overcome any barriers being faced to the delivery of care. They will request and collate STACK reports and escalate concerns to the relevant local commanders, the Service Delivery Officer and across the wider EOC.



- The Patient Flow Coordinator will analyse information given in a STACK report and navigate the operational resource appropriately to overcome any barriers. The Patient Flow Coordinator will provide challenge when appropriate to do so.
- The Patient Flow Coordinator will have access to patient clinical records for the purpose of data quality. The Patient Flow Coordinator will be aware of and apply the directive and principles of patient confidentiality. Adhere to all current data protection legislation including vulnerable person procedures (child and adult) and apply to all aspects of work.
- The Patient Flow Coordinator will be exposed to details of injury or medical conditions of patients.
- The Patient Flow Coordinator will use effective telephone techniques to deal with highly emotive incidents from all types of callers in a prompt, professional and efficient manner.

Hospital Performance

- The Patient Flow Coordinator will monitor the dedicated hospital handover dashboard ensuring that correct handover times are recorded.
- The Patient Flow Coordinator will monitor operational resources during the wrap up period to identify any variances and escalate for resolution via the Service Delivery Officer. The Patient Flow Coordinator will provide challenge when appropriate to do so.
- The Patient Flow Coordinator will seek to immediately identify and simultaneously rectify any data quality errors within the hospital handover dashboard. They will liaise with external stakeholders, operational commanders, HALOS, and operational resources to achieve this. The Patient Flow Coordinator will provide challenge when appropriate to do so.
- The Patient Flow Coordinator will monitor activity and collate information from each Acute Trust within the Trusts geographical footprint. They will be instrumental in helping the Trust identify areas of surge activity, providing early warning of emerging hospital congestion and risks to delays in patient handover, this is essential to inform Tactical decision making.
- The Patient Flow Coordinator will provide education to operational resources and Acute Hospitals where due process has not been followed. They may be required to attend ambulance stations, and hospital sites providing expert advice on patient flow and data quality.



- The Patient Flow Coordinator will be in regular contact with HALO (or equivalent) to ensure shared situational awareness of which crews are Internal Cohorting and those who are Handover Queuing. They will collate this information and escalate to the Service Delivery Officer / Trust Incident Manager as appropriate.
- The Patient Flow Coordinator will play a key role in obtaining feedback, collating intelligence, analysing data, and escalating as necessary.

Intelligent Conveyance

- Once capacity concerns or physical delays have been identified, the Patient Flow Coordinator will escalate within the structure of the Delivery Cell and then provide real time updates to operational resources needing to convey patients to receiving Hospitals.
- The Patient Flow Coordinator will analyse multiple data sources simultaneously and identify any potential surges in demand at any acute hospital, they will identify the need to implement any divert and oversee the implementation of any such divert once agreed.
- The Patient Flow Coordinator will identify and lead on intelligent conveyance. This will involve the analysis of multiple data sources simultaneously, including but not limited to demand and performance within the Trust and across multiple hospital sites, health system pressures, live travel times and road network disruptions. They will need to independently offer bespoke, prompt, and accurate advice to operational resources contributing to final decision making.
- The Patient Flow Coordinator will be aware and advise on alternative pathways to the Emergency Department.
- The Patient Flow Coordinator will need to accurately document all decisions making, and undertake reflection and amendments to decisions as the live situation develops,

Command

- The Patient Flow Coordinator will partake in Trust meetings providing data and situational awareness of Trust and Health System pressures.
- The Patient Flow Coordinator will act as chair of EOC escalation calls in the absence of the Service Delivery Officer.



Other Responsibilities

- The Patient Flow Coordinator will support the Delivery Cell and wider EOC in any other duties that may be required to ensure the smooth and effective running of the Trust.
- The Patient Flow Coordinator maybe asked to stand-in for the Service Delivery Officer when resourcing is challenged or when demand is high.
- The Patient Flow Coordinator maybe asked to undertake support of Operational Support Advisors and Community Response Coordinators when resourcing is challenged or when demand is high.
- The Patient Flow Coordinator maybe expected to assist within the wider EOC specifically Dispatch or Call Taking when resourcing is challenged or when demand is high.
- The Patient Flow Coordinator will have a identified role in the event of a CAD failure.

Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.



To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality, and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Always adhere to the Infection Prevention and Control policy, providing clear leadership and promotion of responsible attitudes towards infection prevention and control.

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be always carried whilst in uniform; good hand hygiene must be maintained.



Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development, and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.

Green Plan

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise. Training courses are available through ESR to increase knowledge and understanding.

Person Specification

	Essential	Desirable
Education and qualifications	<p>Minimum of 4 GCSE's or equivalent at grade C / 5 or above including Math's and English.</p> <p>Level 4 qualification particularly in healthcare, science, data analysis or another relevant subject or equivalent</p> <p>Hold a Full UK Driving Licence</p> <p>Experienced Dispatcher or EMD</p> <p>Previous mentoring experience</p>	<p>Trained as a Trust Commander</p> <p>Trained in Op Titan</p> <p>Previous leadership experience</p> <p>Level 5 qualification</p>



Previous experience (Paid/ Unpaid relevant to job)	<p>Demonstrable experience gained within an emergency service, particularly within a EOC environment.</p> <p>Expert knowledge of SWASFT working practices.</p> <p>Expert knowledge of the health care system across the Trusts geographical footprint.</p> <p>Expert knowledge of Trust resources and estate.</p> <p>Experience in providing welfare support.</p> <p>Experience in command and managing incidents of note.</p> <p>Experience in managing data quality.</p>	<p>Experience in the Delivery Cell environment (or equivalent)</p>
Skills, knowledge, ability	<p>The post holder should possess an in-depth knowledge of the CAD system.</p> <p>A sound understanding of the Trusts Policy and Standard Operating Procedures and Working Instructions.</p> <p>In depth knowledge of the Service Delivery Dashboards and other relevant reports with the ability to analysis data.</p> <p>Expert knowledge of Microsoft Office systems</p> <p>Ability to learn new systems.</p>	



	<p>Ability to contribute to the development of new systems and process of working.</p> <p>Effective verbal, oral and written communication skills</p> <p>Ability to operate an airwave radio.</p> <p>Ability to type quickly with a high standard of accuracy.</p> <p>Ability to produce and maintain accurate records.</p> <p>An understanding of and ability to work with computer-based systems and databases.</p> <p>Demonstrate effective organisational skills.</p> <p>Ability to lead and coordinate as well as work effectively as part of a team.</p> <p>Ability to support other roles within the Delivery Cell and wider EOC.</p> <p>Ability to remain calm and resilient under pressure.</p> <p>Ability to work within defined protocols and deal with situations when protocols are not well suited.</p> <p>Able to contribute to the development of Delivery Cell policy and influence future Trust policy.</p>	
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	<p>hospital staff, and be exposed to patients some who might be experiencing distress or serious illness.</p> <p>Ability to identify barriers in resourcing across the operational footprint of the Trust, undertake prompt analysis and suggest recommendations to rectify any shortfalls which might impact service delivery.</p>	
Aptitude and personal characteristics	<p>Required to manage a range of traumatic and emotional situations, therefore ability to remain calm, objective, and sensitive to the circumstances.</p> <p>Respectful and corporate</p> <p>Ability to work effectively in a team and individually.</p> <p>Excellent interpersonal skills, with the ability to communicate effectively with people from a wide range of occupational and cultural backgrounds.</p> <p>Ability to analyse problems and provide effective solutions.</p> <p>Ability to make and implement timely and accurate decisions around day-to-day operational delivery.</p> <p>Enthusiastic and positive attitude with a commitment to values and behaviours and cultural standards</p>	



	<p>Ability to develop effective working relationships and communicate effectively with colleagues and the public, particularly front-line operational colleagues.</p> <p>Able to use initiative & self-motivated.</p> <p>Flexibility in relation to shifts and job demands.</p> <p>Confident in taking a lead role and possesses highly effective leadership skills.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p> <p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment, and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional</p>	
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	<p>wellbeing</p> <p>Able to work within the trust's attendance targets Ability to perform the requirements of the post to an acceptable standard.</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values-based principles of high-quality patient care to include compassion; care; competence; communication; courage and commitment in all aspects of service delivery</p>	
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