

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Neurology Coordinator
Band:	4
Directorate:	Integrated and Urgent Care
Department:	Neurology
Base:	Musgrove Park Hospital
Responsible to:	

Job Purpose:

This role involves working in the Neurology team to coordinate the care and management of the patients along clinical pathways. Working in conjunction with colleagues, service users and stakeholders to provide an efficient service.

This post will focus on the individuals living with Multiple Sclerosis (MS) and patients living with epilepsy.

The post holder will be the primary contact for patient, initial triage, solve routine questions and raise relevant issues with the appropriate clinicians. e.g., the issues around changes in conditions, medication such as disease modifying drugs and increase in seizures.

Assisting in the development of the service within the department with the assistance of the clinical service manager, clinicians and any relevant individuals

To use own initiative and work without immediate supervision. The post holder is required to maintain the Trust's values and core standards and to lead by example.

Date of Job Description: August 2023

Duties and Responsibilities

Communication and Key Working Relationships

- Communicate with patients, colleagues, internal and external contacts in a courteous, professional and timely manner at all times by various methods, i.e., telephone, written, face to face.
- Deal with day-to-day correspondence, initiating appropriate responses in order to provide patients, staff and other parties with required information in a friendly and professional manner.
- Receive telephone calls, accepting messages on behalf of members of the specialty team, taking appropriate action where necessary and maintaining accurate records.
- Liaise with appropriate personnel in the multidisciplinary teams to gather and co-ordinate patient information so this is accessible in a timely manner.
- Participate in team and Trust meetings as required.
- Report any incidents by way of Trust Incident Reporting system.

Planning and Organisation

- Working within set work patterns, prioritise own work efficiently and effectively to ensure all administrative duties are met.
- To work on their own initiative to deal with mail, email, and telephone queries, ensuring all relevant information is brought to the attention of the relevant staff to ensure appropriate action is taken.
- Work flexibly across the department as required.
- Arrange and prioritise meetings and case conferences as appropriate.
- Arrange appointment, investigation and transport for patients as needed.
- Entering and retrieving data from hospital computer systems and database.
- Shredding of confidential waste.
- Keep an organised and tidy office environment.
- Data quality validation.

Responsibility for Patient / Client Care, Treatment & Therapy

- Respond to specialty queries as required and resolve complex issues, i.e., rescheduling of infusion. Using experience and acquired knowledge advise GPs, clinical colleagues of standard specialty practice to avoid delay in patient care.
- To screen patients using local guidelines and maintain own competencies through training with relevant clinicians.
- Ability to recognise situations that should be referred onto the clinicians and take prompt and appropriate action.
- Ability to make decisions relating to non-routine enquiries and issues.
- Ability to problem solve and provide alternative solutions.
- Monitor applications for exceptional funding and highlight to the Clinical Service Manager
- To support the proactive management of all relevant waiting lists and target reports, ensuring that patients do not breach their target waits to include 2ww patients in accordance with local and national guidelines.

Policy, Service, Research & Development Responsibility



- Have relevant and up to date knowledge of the Trust's Access, RTT and Health Records Standards Policies. Be responsible for updating own knowledge as and when necessary.
- Follow Trust guidelines for Medical Administration and clerical services.
- The post holder should ensure the confidentiality of all patients' healthcare records is strictly maintained at all times within the team.
- Ensure that patient identifiable information given, received, or held in any form is processed and protected in accordance with Trust Policy
- Be proactive and positively contribute to quality improvement proposals/changes to procedures, supporting clinicians to adopt such changes to their working practices.

Responsibility for Finance, Equipment & Other Resources

- Take ownership of equipment supplied to enable job roles to be fulfilled (own and within Specialty)
- To assist clinicians with management of the equipment that is required for patient treatment and to be responsible for making sure that they are maintain in line with local and national requirements.
- To raise orders in line with Trust policy and procedures
- To work with leads to ensure the appropriate reporting for high-cost medication.

Information Resources & Administrative Duties

- To create and maintain a specialised database e.g., DMT database. Using this tool to effectively manage the patient's pathway.
- To prepare, attend & minute the weekly MS MDT.
- To monitor information to assist with the collection and provision of statistical data as required and the ability to extract, manipulate, analyse complex data sets and communicate them in an easy-to-understand manner.
- To data as required from requests such as freedom of information or audits.
- Have a comprehensive understanding of the Trust information systems/specialty systems.
- Ensuring follow-up arrangements are in place, listing outstanding investigations, tracing notes on the hospital database system. Store/forward medical records to appropriate departments. Design/type leaflets and forms
- Contact patient via letter to request investigations are completed.

Any Other Specific Tasks Required

- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.



Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.



Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and always conduct themselves in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required.</u> Minimum of 5 GCSEs including English Language and Maths or functional skills Must be able to communicate in English Language, both written and verbally appropriate to the post	E E	Application form
<u>KNOWLEDGE</u> Advanced working knowledge of Microsoft office suite Working knowledge of in-house hospital systems Knowledge of Department and Divisional Structure	E E D	Interview & Application form
<u>EXPERIENCE</u> Previous office administration experience with a proven track record of problem solving (3 years minimum) Previous NHS administration experience (3 years minimum) Experience of dealing with the Public/Customer service experience Word processing	E D E D	Interview & Application form
<u>SKILLS & ABILITIES</u>		
<u>COMMUNICATION SKILLS</u> Good communication skills on the telephone, via email, face to face and in written correspondence Professional and responsible approach at all times Ability to deal with stressful situations and sensitive issues	E E E	Interview & Application form
<u>ANALYTICAL JUDGEMENT SKILLS</u> Good analytical and judgmental skills with ability to prioritise. Ability to take steps to ensure the patient has a smooth pathway.	E E	Interview & Application form
<u>PLANNING & ORGANISING SKILLS</u> Ability to multitask. Ability to organise own time. Accurate and timely presentation of information	E E E	Interview & Application form
<u>PHYSICAL SKILLS</u> Able to cope in a busy working environment.	E	Interview & Application form
<u>OTHER</u>	E	



Willingness to use technology to improve standards of care and support to our patients.
Flexible approach to work
Demonstrate respect for confidentiality at all times
Proven experience of successfully working in team environment
Show initiative but also able to follow instruction as required.

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**Interview &
Application
form**

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.

- Kindness
- Respect
- Teamwork



SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		N	
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids		N	
Moving patients without mechanical aids		N	
Making repetitive movements	Y		Keyboard use
Climbing or crawling		N	
Manipulating objects		N	
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time	Y		
Kneeling, crouching, twisting, bending or stretching		N	
Standing / walking for substantial periods of time		N	
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar		N	
Working at heights		N	
Restraint i.e.: jobs requiring training / certification in physical interventions		N	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	Y		The post holder is required to maintain concentration throughout interruptions, minimal in office situation.



Carry out formal student / trainee assessments		N	
Carry out clinical / social care interventions		N	
Analyse statistics		N	
Operate equipment / machinery		N	
Give evidence in a court / tribunal / formal hearing		N	
Attend meetings (describe role)	Y		
Carry out screening tests / microscope work		N	
Prepare detailed reports		N	
Check documents	Y		
Drive a vehicle		N	
Carry out calculations		N	
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding		N	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (e.g.: typing / transmitting) news of highly distressing events	Y		Enquiries/contact can be via telephone, correspondence, email or face to face, requiring a sensitive and patient manner. The post holder will require a high level of competence and confidence with a strict requirement to confidentiality. Content of information can be of a distressing nature.
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill		N	
Dealing with difficult situations / circumstances	Y		Speaking to patients who may have recently had bereavement.
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour	Y		Speaking to patients on the telephone
Arriving at the scene of a serious incident		N	



Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours		N	
Noxious fumes		N	
Excessive noise &/or vibration		N	
Use of VDU more or less continuously	Y		Use of VDU equipment
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen		N	
Body fluids, faeces, vomit		N	
Dust / Dirt		N	
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in Normal situations		N	
Driving / being driven in Emergency situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour	Y		Speaking to patients on the telephone
Exposure to Aggressive Physical behaviour		N	



Department Core Purpose

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The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

