

Job Description

Title: **Data Co-ordinator – Emergency & Integrated Medicine**

Grade: Band 4

Annual Leave: 27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service

Department: Emergency & Integrated Medicine

Responsible to: Service Manager

Accountable to: Director of Operations

Job Description

The post holder will ensure that deadlines are met and that there is proactive co-ordination of patient pathways to ensure appropriate treatment is received. The Postholder will be responsible for preparing audits, collating information and preparing presentations for educational and research purposes to the Clinical team as required.

They will establish key working relationships with all members of the team (administrative and clinical), allied health professionals and support workers.

They will act as a point of contact (by phone and in person) in communication with patients, relatives and GPs and other external hospital staff / tertiary referrers as required.

The postholder will be responsible for escalating and troubleshooting issues to the Service Manager and will contribute to finding proactive solutions to routine issues.

The postholder will provide a range of administrative services ensuring that a high quality, efficient and timely administration service is provided to all patients and the entire multi-disciplinary team.

Provide a point of contact between the multi-disciplinary teams and their colleagues, Be responsible for all correspondence and follow up for their multi-disciplinary clinical team(s), in connection with both inpatient and outpatient treatment.

They will support the clinical and administrative teams to provide a positive patient experience.

Supporting and providing cross cover for all administrative areas across the Division when required so that all areas are sufficiently staffed to provide a consistently high level of patient satisfaction.

To provide Data management within the clinical specialty under the guidance of the Clinical Teams.

MAIN DUTIES

1. Main responsibilities

To maintain office filing system both manually and electronically as required.
To assist with induction and in the job training of new and bank members of staff.
To assist managerial staff with the investigations of patient complaints if required.
To arrange and attend meetings as requested and disseminate information as required.
Provide cross-cover of other administrative staff within the Division as required during periods of absence to ensure a consistently high level of service during periods of leave.
Provide administrative support to the MDT (Multi-disciplinary Team) in audits and analysis of data collected. Provide administration support to the MDT including ensuring that patient information is available as and when it is required. Ensure that patients' diagnoses, investigations and management plans are completed and added to the patients' notes. Validate data and prepare accurate and timely submissions.

Assist in the on-going co-ordination of the care of patients, including annual review, and through this:

Participate in identifying potential patients for data collection
Participate in evaluating eligibility of potential patients.

Have a flexible approach to problem solving and promote a "can do" attitude. Foster a multidisciplinary approach to patient care and communicate appropriately with all members of the Health Care Team by setting up robust mechanisms for this purpose. Develop clinical standards that are audited, reported upon and developed further. Attend appropriate meetings and disseminate information to the appropriate personnel.

Ensure Health and Safety risks are assessed and minimised and all incidents / accidents and near misses are reported. S/he will identify and implement risk management strategies in line with the Trust's procedures.

2. Key Working Partnerships

MDT, patients, (Adults and Children) relatives and GPs by acting as a source of advice and support for troubleshooting non-routine matters or Resolving initial complaints.

3. Research / Audit Duties

Collection of historical and prospective patient-related data and playing an instrumental role in development of databases used by the service. This will require examination of patient records, hospital computer systems as well as liaison with referring hospitals and General Practitioners.
Maintaining MS Access database – creating both electronic and paper files as directed.

Analyse Data and present findings to the relevant groups.
Deal with data queries in a timely and efficient manner.
Present clear recommendations on improving practice.
In the event of statutory inspection or peer review to assist in preparing appropriate documentation and making necessary arrangements for the inspection in conjunction with the relevant Trust department.

4. Educational Responsibilities

The Postholder is responsible for the training of the administration staff in the department.
Ensure the directorate provides an appropriate learning environment for learners.
Motivate staff to attend study days and to develop and update themselves.
Contribute to educational initiatives with the Cancer Services.
Attend Trust/local orientation programmes, mandatory training sessions and annual updates. Assume responsibility for continuing education by attending related workshops, rounds, seminars, conferences and courses as well as keeping up to date on current publications.

5. Equal Opportunities

It is the aim of the Trust to ensure that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable. To this end the Trust has an equal opportunities policy and it is for each employee to contribute to its success. The hospital has a single equality scheme, which underpins its duty to promote equality. You can access a copy of the scheme on the trust's website.

6 Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

7. Health & Safety Policy

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

Safeguarding children and child protection

To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults

This will require you to:

Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.

Ensure you are familiar and comply with the Agency Safeguarding Vulnerable Adults Pan London Procedures.

Ensure you are familiar and comply with local protocols and systems for information sharing.

Know the appropriate contact numbers and required reporting lines.

Participate in required training and supervision.

Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

8. Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

9. Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

10 Whittington Promise to Patients

Whittington Health expects its employees to communicate with colleagues, patients and visitors in a polite and courteous manner at all times. You are expected to contribute to improving our patients' experiences by delivering the Whittington Promise:

We will be clean

We will be welcoming and caring

We will be well organised

We will offer the best possible treatment

We will give you information and listen to what you tell us

11. Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

12. Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

13. No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.