

Maidstone and Tunbridge Wells NHS Trust
Job Description

Job title: Breast Clinic Coordinator

Band: 4

Directorate: Surgical Specialities

Site: Maidstone and Tunbridge Wells

Hours: 37.5

Reports to: Breast Advanced Nurse Practitioner

Accountable to: General manager for Surgical specialities

Job summary:

We have an exciting opportunity for an enthusiastic, motivated & dynamic individual to join the Breast Surgical team as a Breast Clinic Coordinator. We are looking for someone who is well organised, with excellent communication skills and the ability to work autonomously. You will have a genuine interest in Breast Cancer, be passionate & enthusiastic about patient care, putting patients at the heart of everything you do. You will be energetic, positive & hardworking & have an ability to work at pace, to multitask and to prioritise your work.

The Breast Clinic Coordinator will form an integral part of the Breast multidisciplinary team. You will draw on your experience & skills to effectively communicate with patients, Clinicians & peers to support the efficient running & streamlining of Breast clinics.

Ideally you will have previous experience of being an initial point of contact for patients, have the ability to use your initiative and manage your own workload with an appetite to learn & develop. You will demonstrate excellent organisational skills, be flexible in your approach with the ability to exercise initiative and demonstrate a consistently high standard of professionalism.

Skills Required:

- Excellent time management/organisational and data management skills
- Excellent communication skills
- Flexible approach to work and job plan
- A proven record of being able to work within set timeframes working to priorities and deadlines.
- Able to recognise own limits and work within those limits of competence.
- Acts responsibly as a team member and seeks help if necessary.
- Ability to use and maintain resources efficiently and effectively and encourage others to do so.
- Able to monitor quality of own work and others and initiate improvements.
- Have a sound understanding of NHS wide initiatives and experience of responding positively to ensure local implementation
- Ability to provide constructive opinions and views on ideas for service improvement.

Working relationships:

- Breast Care multi-disciplinary Team
- Consultant Surgeons
- Consultant Oncologists
- Breast Care Nursing Team
- Radiology & symptomatic Breast Team
- Breast MDM co-ordinator
- Breast surgical Booking team
- Breast secretaries
- Directorate Managers
- Patients and relatives
- General Practitioners
- Health records and other clerical staff in a variety of departments

Key result areas:

- Maintain an accurate database of patients including systems to track interval investigations
- Specifically assist the Breast care Nursing Team in coordinating care by tracking patient pathways and providing a point of access, including rapid re entry into clinic for those people identified as having urgent clinical concerns.
- Work with the Breast MDM coordinator and Breast Surgical Booking team to monitor appointments and diagnostic tests and ensure these are booked and undertaken in an appropriate and timely manner. To escalate any delays to the Clinicians & the Breast Care Nursing Team.
- Regularly liaise with Breast surgical Consultants to ensure clinics are running effectively with appropriate use of clinic availability.
- To support the delivery of Cancer Waiting Times (CWT) by ensuring patient information is updated and escalation of issues via MDT Co-ordinators and Managers
- Follow up with patients who have DNA'd to encourage them to rebook and attend or bring issues to the attention of the Consultant Breast Surgeon.
- Ensure patients and carers are treated with dignity and respect.
- Develop and maintain good professional relationships with patients, carers and working teams.
- Assist patients and relatives to overcome barriers to understanding when English is not their first language.
- Understand that there will be some distressing situations and when to seek appropriate support/advice.
- Maintain accurate data bases and feed into reports to the Trust as appropriate
- Feedback patient and carer concerns / unmet needs to the organisation

Accountability

- Handle data relating to patients of a confidential nature, ensuring non-disclosure of confidential information.
- Observe all Trust policies and procedures pertaining to Maidstone and Tunbridge Wells NHS Trust, including reporting of incidents and accidents.
- The post holder will work flexibly to provide cover for absent colleagues and assist with workload activities.

Communication and relationships

- The post holder is expected to provide effective communication by establishing and maintaining positive inter-personal relationships with other staff members.

- To act in a professional manner at all times in dealings with colleagues or patients and patient relatives.
- To develop an effective working relationship with the Breast multi disciplinary team.
- To maintain and update patient databases
- Maintains excellent inter-personal skills when dealing with patients and members of staff at all levels within the Trust at all times.
- To liaise with staff groups from this and other hospitals together with personnel from all healthcare organisations including consultants and nursing staff.
- To answer patients' general enquiries, ensuring a relationship is quickly built up with the patient.
- To demonstrate good communication skills, within the Breast MDT and during telephone calls, directing to the appropriate area as applicable.
- Provide and receive routine information orally, in writing and electronically to inform colleagues, patients and members of the public.
- Ensure complaints are dealt with promptly, and where necessary refer to the Patient Services Manager/ PALS Team.
- Communicate with a range of people on a range of matters. As some difficult situations will be encountered, dealing with Breast cancer patients and anxious relatives, training will be offered to help the post holder cope as a front line member of staff. The post holder will be expected to manage situations where there are barriers to communication, e.g. language or culture.
- Communicate in a manner consistent with Trust policy and relevant legislation.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

- 13. SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
- 14. SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
- 15.** All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Title of post
Person specification**

AREA	ESSENTIAL	DESIRABLE (for grading purposes this information is not taken into account)
Qualifications	<ul style="list-style-type: none"> • Good general education (GCSE A-C or equivalent) 	<ul style="list-style-type: none"> • Relevant IT Training • NVQ Level 3 or 4 in Health and or Social care. • Data management skills
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary team • Experience of working in a healthcare setting • Experience of working within a hospital/ NHS/public sector setting • Knowledge of patients needs when being treated / care for in a healthcare setting. • Accurate data entry, typing and checking skills. • Ability to produce letters / reports using Word and Excel. • Understand own limitations and know where to seek advice and support. • Understand the physical and psychological needs of a patient • Knowledge of the elements of personalised care initiatives in cancer • Experience of using Microsoft Office, including Word, Excel and PowerPoint 	<ul style="list-style-type: none"> • Experience of working with patients with cancer. • Experience of using full range of IT systems and patient data systems • Experience of handling patient complaints. • Experience of using Cancer Register. • Experience of work requiring a methodical and organised approach. • Knowledge of relevant cancer treatments, interventions and terminology. • Have the ability to triage to the appropriate services.
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively with people at all levels, communicating contentious and or sensitive information to service users and internal colleagues. • Ability to plan, prioritise and delegate workload and to quickly re-prioritise 	<ul style="list-style-type: none"> • Manage and interpret data correctly to inform decision making. • Ability to initiate & co-ordinate change to own working

	<p>own work in light of unexpected events; to plan own work for the day/week</p> <ul style="list-style-type: none"> • Pay attention to detail • Good knowledge of Breast patient pathways. • Understanding of patient priorities and performance targets related to appointments and waiting times. • Appropriate assertiveness skills • Ability to cope with distressed patients and carers. • Ability to use persuasive and tactful skills to ensure best practice for patient. • Ability to use own judgment to resolve problems and queries competently, including those of a sensitive and confidential nature 	<p>practices.</p> <ul style="list-style-type: none"> • Evidence of ability to deliver training sessions. • In depth understanding of medical technology appropriate to specialism. • Thorough knowledge of healthcare administrative systems
Attributes	<ul style="list-style-type: none"> • Reliable and adaptable • Good listener • Ability to demonstrate empathy • Patient, calm and caring • Ability to prioritise workload • Ability to pay attention to detail • Effective interpersonal skills • Self-motivated and confident • Organised and methodical • Team member • Ability to work under pressure • Ability to cope with stressful situations 	<ul style="list-style-type: none"> • Demonstrable communication / interpersonal skills • Ability to remain calm in stressful/ distressing situations
Additional requirements	<ul style="list-style-type: none"> • Flexible approach to work with ability to work across sites 	<ul style="list-style-type: none"> •

Date written

Maidstone and Tunbridge Wells NHS Trust

Title of post
Organisational chart