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Job description and person specification

Cardiac Coordinator.
Greater Manchester Cardiac Transfer Service.

Making a difference every day

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Job Title: Cardiac Coordinator; CATS Service	**AfC Reference No:**
Business Group: Medicine and Urgent Care	**Band: 5**
Hours or Programmed Activities: 30 Hours	**Base:** Hybrid (Home, GM network sites).
Accountable to: CATS Manager	
Responsible for: Data management, quality improvement and administration within CATS	

Job Summary:

Since CATS was first initiated, the Greater Manchester (GM) system have been working together to provide a solution that to improve inter-hospital transfers for patients requiring coronary angiography and reduce the waiting times of patients in DGHs for treatment by tertiary centres. This includes cardiac surgery and electrophysiology referrals and TAVI referrals.

To enable a neutral approach to care across GM and support equitable access to the service for referring GM hospitals and the facilitation of a "treat and return" programme, CATS is hosted through Stepping Hill Hospital (SHH) with the day-to-day operational delivery and management of CATS being supported by the GM Cardiac Strategic Clinical Network.

The CATS coordinator will work with the CATS Manager to provide efficient and high-quality coordination, working in close cooperation with all staff groups and other medical professionals across the GM Cardiac Network. The post will consist of the full range of administrative duties that will support improved:

- Patient access to a specialised service (coronary angiography and revascularisation, cardiac surgery, and electrophysiology studies)
- Monitoring of the medical status of patients prior to transfer to ensure that they are medically appropriate for transfer and procedure.
- Patient transportation.
- Utilisation of bed capacity
- Communication across our clinical teams
- Transparency of our GM information system.

It will support a reduction of:

- The pooling of patients within District General Hospitals (DGH's).
- Waiting times for patients in DGHs.

The post will require data management skills to a significant level which will involve the use of Trust Systems including:

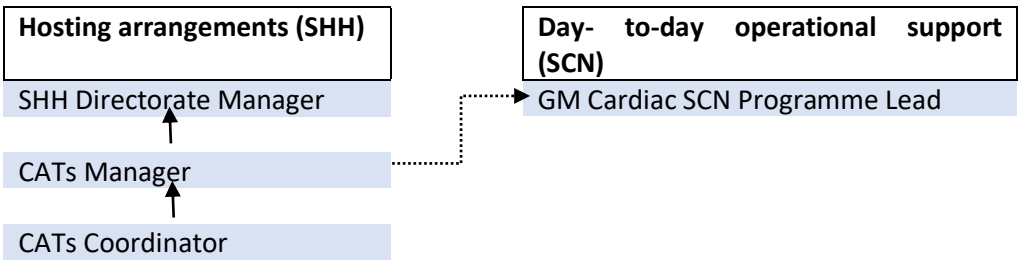
- Data analysis for reporting to trusts, GM network, ICB, NW region and national teams on monthly, annual and an ad-hoc basis (analysis of lengths of stays, patient outcomes etc).
- Problem solving relating to data completion, for example, identifying areas where completion of data fields is poor.
- Working with CATS users to ensure complete, accurate and relevant referrals.

The post-holder will also be required to use computerised systems e.g. CATS Referral System, Tableau, Power BI, Microsoft 365 and other local Trust Systems.

The development/ongoing improvement of hospital transfers is important to the GM system. As such the post holder will play a key role in the continuous improvement of GM ACS services as part of the GM Cardiac Strategic Clinical Network Team. They will attend Network and local meetings when required, working within this team to:

- Provide data analysis regarding service delivery.
- Develop, implement and assess success of new pathways.
- Revaluate current pathways and create redesigns if appropriate.
- Carry out education around pathways/CATS as per service requirements.

Organisational Chart



Main Duties and Responsibilities

- Plan and organise workload relating to the day to day running of the CATS Service, co-ordinating and overseeing administrative processes in support of effective and efficient functions of the clinical teams.
- Effectively deal with incoming referrals for clinicians and escalating as necessary.
- Obtain patient clinical records/reports relevant for CATS referrals which are from the Medical Records Department / Wards / Specialist Units, other Trusts etc.
- Support development and delivery of quality improvement projects related to ACS/PPCI workstreams across Greater Manchester. This must include the ability to collect, collate and manage various data sources related to cardiology procedures.
- Act as a contact point, liaising with multidisciplinary team members and other external agencies dealing with queries competently and professionally taking action as appropriate in accordance with the Trust's Data Protection Guidelines.
- Attend meetings to provide data and administrative support. Assist with the distribution of agendas, transcribe minutes and type up of same, carry out follow-up actions as required.

Communications

- Communicating with all stakeholders across the Cardiac Network over the telephone and IT Systems (MS Teams), responding to their queries in a caring, sensitive and reassuring manner.
- Use initiative when dealing with and resolving patient enquiries, escalating as appropriate in accordance with the Trust's Data Protection Guidelines.
- Dealing with all patient queries relating to the patient timelines.
- Providing information to the management team when requested and use initiative to escalate any issues as appropriate.
- Communicating with other Hospitals and external agencies
- Setting up and maintaining e-mail groups, will be expected to use Intranet and Internet.

Planning and organising

- Ensure all referrals are available for clinical review and clinical information is updated in "real time".
- Arranging tests and investigations as requested by the multidisciplinary staff, collating results and drawing these to the attention of the CATS Manager, as appropriate.
- Ensure all queries are handled courteously and professionally and that confidentiality is maintained at all times.

Responsibilities for Physical and / or Financial Resources

- Using office equipment as per manufacturer's instructions.
- Adhering to recycling initiatives.
- Efficient use of resources whilst undertaking duties.

Responsibility for Policy and Service Development and Implementation

- Required to implement and adhere to administrative procedures and protocols, making changes when necessary.

Responsibilities for Human Resources and Leadership

- Responsible for demonstrating own duties to new administrative and clerical staff.
- Cover duties for other staff during periods of holiday and / or sickness i.e. escalating to the appropriate CATS Service to ensure patients are not disadvantaged.

Responsibilities for Data Information and Analysis

- Extract data from various primary and secondary sources (NICOR/MINAP) and apply a variety of analytical techniques to interrogate and manipulate data, and report on findings to support both routine and ad-hoc reporting requests.
- Assist service leads, clinical leads and other colleagues in Local NHS Trusts in analysing and interpreting complex data to produce detailed concise reports, suitable for formal presentation.
- Ensure production and dissemination of information and regular reports in line with an agreed schedule for presentation to NHS service leads and clinical leads, using a variety of presentational/visual techniques including dashboards, graphs, tables, reports and presentations.
- Respond to internal and external ad hoc requests for information analysis, ensuring confidentiality of patient information where appropriate.
- Responsible for uploading/submitting information for local/regional/national returns within agreed timescales.
- To provide advanced analysis skills to support service improvement programmes/ a continuous quality improvement approach for all clinical and corporate services.
- Ensure all internal and external reporting deadlines are adhered to.

Information Management

- Ensure that information is presented effectively and professionally.
- Ensure that all information is subject to standard quality and checking procedures, maintaining, and enhancing the relevant documentation to contribute to the knowledge management and sharing within the team.

Data Quality

- Ensure that all metrics are validated internally prior to sharing internally or with external parties.
- To investigate and understand data anomalies identified during analyses, instigating corrective action as required inputting any missing data for completeness.
- Offer advice and assistance to colleagues regarding clinical referral data entry problems, liaising with service leads and other staff to identify methods for solving data quality issues within the surgical database.
- Support the collection of data for local/regional/national datasets meets the requirements of the required guidelines as appropriate to Cardiac Network.
- Undertake regular internal validation audits to conf9irm the reliability of data sources and to identify any inconsistencies.

Data Management

- Contribute to the development of data sets and processes, and where appropriate communicate with users to ensure data collected reflects information needs.
- Liaise with other internal stakeholders when appropriate to design, scope, analyse and interpret information for specific projects.
- Work, store and transmit data in accordance with data protection, Caldicott Guardian, Freedom of Information systems and confidentiality principles.

Research, Development and Audit

- Undertaking audit surveillance and data collection as required and directed by the CATS Manager/GM SCN Programme team/Directorate Manager.
- Participating in in-house training and updating of skills as required.
- Attending at team meetings where required

Physical Skills and Effort

- Use of a VDU/PC for a large proportion of the role.
- Advanced keyboard skills required.
- Excellent IT skills and proficient in using data analysis tools (excel tableau, Power BI), word processing, digital dictation and hospital IT systems.
- To have excellent organisational skills with meticulous attention to detail.

General Duties

- To assist the Trust in reducing healthcare associated infections you should be familiar with the Trust's Hand Decontamination Policy, attend mandatory training in Infection Prevention & Control and be compliant with all hand hygiene standards at all times.
- All employees have a duty of care to protect and safeguard children. They must therefore be aware of child protection procedures and who to contact within the Trust for further help and guidance.
- Observe the provisions of and adhere to all Trust policies and procedures.
- To maintain confidentiality and abide by the Data Protection Act.
- To be familiar with and follow health and safety policy and procedures and to be aware of individual responsibilities under legislation, drawing any areas of potential risk to the attention of managers.
- To participate in the annual appraisal process.
- To undertake any other duties which are deemed appropriate to the band when requested by Senior Staff.
- The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the post holder.
- All employees have a duty to develop and deliver a customer focussed service.
- To keep up to date with essentials training as required.

Hand Hygiene

To assist the Trust in reducing healthcare acquired infections (HCAI's) all staff should be familiar with all the Trust's Infection Prevention policies which are appropriate to their role. You are required to attend mandatory training in Infection Prevention and be compliant with all measures known to be effective in reducing HCAI's"

Safeguarding

All employees have a duty and responsibility to protect and safeguard children and vulnerable adults. They must therefore be aware of child protection procedures and who to contact within the Trust for further help and guidance.

Data Protection & Confidentiality
To abide by all relevant Trust and Departmental policies including information governance, confidentiality and data protection. The post holder is reminded that any breach of the Trust's information governance and security policies and procedures will result in disciplinary action.

Compliance with the Data Protection Act 1998 and Information Governance – the post holder is required to process all personal data relating to patients and staff, in both manual and electronic records, in accordance with the Data Protection Act 1998, ensuring the security and confidentiality of data at all times. They must not for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Health & Safety
Compliance with the Health and Safety at Work Act 1974 - the post holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Harassment & Bullying
As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Dignity & Respect
All employees have a duty to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.

The Trust takes the right of the patient/service user to be treated with dignity and respect seriously. We will treat every patient/service user and carer as a valued individual, with respect for his/ her dignity and privacy. Our aim is to give each patient/service user the care we would want for our families and ourselves.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the post holder.

Date:

Manager's Signature: _____

Post holder's Signature: _____

PERSON SPECIFICATION

Post: **CATS Cardiac Coordinator**
Band: **5 (0.8 WTE)**

Requirements	Assessment Method – Application Form (AF) / Test (T) / Interview (I) / References (R)				
	Essential (E) / Desirable (D)	AF	T	I	R
Education & Qualifications					
GCSE in Maths and English (Grades A-C) or equivalent qualification or equivalent experience	E	√		√	
Evidence of continued role development	E	√		√	
Data management qualification or experience	E	√		√	
Knowledge					
Excellent working knowledge of Microsoft Office and Windows systems	E	√		√	
Working knowledge of data collection and analysis	E	√		√	
Basic understanding of Cardiology Services	E	√		√	
Understanding of the key elements of the health and social care environment	E	√		√	
Experience					
Experience of multi-professional working	E	√		√	
Experience of quality improvement; must demonstrate examples of supporting service improvement through data analysis and project management.	E	√		√	
Experience of a full range of office administrative processes	E	√		√	
Experience of maintaining comprehensive record keeping	E	√		√	
Experience working in cardiology.	D	√		√	
Skills & Abilities					
Advanced keyboard skills	E	√		√	
Data analysis and management skills	E	√		√	

Excellent organisational skills	E	√		√	
Excellent communication skills, both written and oral, with the ability to communicate in a clear and articulate manner.	E	√		√	
Excellent attention to detail	E	√		√	
Ability to prioritise and deliver to tight timescales.	E	√		√	
Able to use own initiative.	E	√		√	
Ability to demonstrate integrity and discretion when working with confidential matters.	E	√		√	
Ability to work under pressure with minimal supervision.	E	√		√	
Ability to work as a team member, closely and harmoniously with others.	E	√		√	
Work flexibly to meet the demands of the job.	E	√		√	
Promote a positive image; retaining enthusiasm at all times.	E	√		√	
Self-motivated and pro-active.					
Work Related Circumstances					
Occupational Health clearance	E				√
Able to comply with Trust polices.	E	√		√	
Able to travel between different locations on a frequent basis.	E	√		√	
Car owner and valid UK driving licence.	D	√		√	