

Job Title:	Research & Outcomes Coordinator
Department:	Foot & Ankle Unit
Grade:	Band 5
Base:	Stanmore, with some travel to Bolsover Street site and occasional work from home
Hours:	37.5 hours (full-time)
Responsible to:	Foot & Ankle Research Lead
Accountable to:	Service Manager
Key relationships	Consultants, Clinical Nurse Specialists, Medical secretaries, Schedulers, Information Department, Pathpoint Team, Patients, Patient Guardians, Clinical Coding Team, Outpatient Staff

Job Purpose

The Foot & Ankle Unit at the RNOH is a busy tertiary referral centre seeing complex neurological cases, second opinions. The unit is also actively involved in clinical research and runs a number of prospective studies. Collecting accurate outcome data is essential to the unit's research goals.

The purpose of the research and outcomes coordinator is to support the unit goals in collecting outcome and complexity data on patients and supporting the various research activities of the unit. This will involve ensuring patients' outcomes are collected and communicating with patients at all points of the patient pathway, face to face and on the telephone. Furthermore, the role is to coordinate data collection for the various unit studies, as well as supporting databases.

Main Duties and Responsibilities

- **Ensure collection of patient outcome data (PROMs)** – there are automated systems in place to collect patients' data, but it will be necessary to ensure that data is reported by patients at the correct time. This will involve keeping track of patients and when their scores are due and contacting patients who have not completed their scores. There may also prove a need to provide assistance to those who are reluctant or unable to fill in their outcome data forms. An understanding of the interplay of anxiety, stress, mental illness and potentially stressful situations is imperative.
- **Ensuring collection of complexity data** – this may involve spending time in clinics with clinicians and capturing this on our digital platform. It may also be done in retrospect from discussion and clinic letters. The goal is for 100% data capture for new patients

- **Ensuring various unit databases are kept up to date** – this includes the standing CT database
- **Prepare reports and present on the rates of PROMs and complexity data capture**
- **To work with the Foot & Ankle unit to identify research and audit questions and help coordinate liaison with the information team to obtain relevant reports**– This may require assisting in meeting Trust and NHS Patient Reported Outcomes data collection and quality targets
- **Extract data from clinical records where appropriate**
- **Work with Clinical Nurses and schedulers to ensure data for operations, treatment and complications are recorded**
- **Support collection of data for various ongoing and future studies** – this includes data for post-market surveillance, and prospective studies
- **Keep track of patients in the various studies and ensure clinical teams are aware of the appropriate paperwork / consent / databases to be filled at different stages** – this may also include in some instances gathering and entering data directly. This will also involve keeping a list of patients for potential future studies and contacting them if / when the studies commence. This will also include keeping a track of key milestones for projects with delivery deadlines
- **Keeping track of upcoming conference deadlines** – this also will involve keeping a list of research activity / submitted abstracts and published work for the unit
- **Other key roles / skills:**
 - This role requires team members to work in isolation and make decisions based on the current situation.
 - Work both independently, prioritising own workload and as part of a team under the management of the Foot & Ankle Unit
 - As first point of telephone and email contact to deal sensitively with patients and carers who have high levels of anxiety and aggression caused by pain or limited mobility, using sensitivity and patience when questioning in order to gain a clear understanding of their enquiry.
 - Be skilled in communicating with patients of all ages and cultural backgrounds who have a range of physical, psychological and language barriers to understanding.
 - Attend Trust training courses, workshops and meetings as appropriate. Take responsibility for continued professional development and maintenance of a professional portfolio.
 - To abide by all Trust policies and have full knowledge of the Information Governance Policy, maintaining the strictest confidentiality of all patient information.

- To have excellent IT skills encompassing PC, iPad, Microsoft word, excel and PowerPoint.
- Being able to establish good management systems and exhibit initiative and organisational ability
- **Other scope for development** – This is a unit where initiative is welcome and supported and further learning / roles in research methodology / statistics / writing / presentation can be developed should the candidate wish to

Safeguarding Children and Vulnerable Adults At Risk

The Trust recognises its duty to safeguard and promote the welfare of children, young people and adults. Staff must at all times treat patients with dignity and respect protecting, young people and adults at risk from abuse and neglect

Employees have a responsibility to ensure that prompt and appropriate action is taken when concerns have been made about a child, young person or adults at risk. Employees should be aware of their responsibilities as detailed in the Local Safeguarding Children Procedures and Safeguarding Adults at Risk Policy.

The Trust will assist you by providing mandatory training, support and advice.

Safeguarding children and adults is everyone's business

Equality, Diversity & Inclusion

The RNOH is proud to be a diverse & inclusive organization, representing people from a wide group of ethnicities, gender identities, sexualities, disabilities, ages, religions and beliefs. The Trust is committed to ensuring that it is a place where our staff, patients and visitors feel included, represented and receive the support that best meets their needs.

We recognize and exercise our duty act on institutional discrimination and address inequality within our organization. **The post holder will be expected to behave in a way that is actively anti-racist, anti-discriminatory and facilitate equality and equity at all times within their role.** This will include engaging with the implementation of the Trust EDI Strategy and attending essential EDI training as and when required by the Trust.

We are a Level 2 Disability Confident Employer. **If you have a Disability** (including conditions that affect your mobility, senses, mental health, neurodivergence or long-term health) **and require support to make the workplace accessible, we will make reasonable adjustments to support you.** Therefore, we encourage you to **declare your disability, identify what support you need** and we will make the workplace accessible to your needs.

We are an organisation that supports flexible working and are able consider and offer a range of flexible working practices. Depending upon the nature of your role, this can include hybrid home working, part-time roles and job shares.

IT Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care.

The post holder must be competent in using Microsoft Office software and be able to use modern IT databases to input data. The post holder will also be trained to use the Outcome System, Patient Administration System, the Requesting System and Insight (Qlikview) reporting service and other hospital systems.

Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change.

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- **Physical** - The job is a mixture of different activities. Part of the job is desk-based and requires sitting at a VDU for long periods. The post holder is required regularly to travel to a variety of locations across both hospital sites. Data collection in the Outpatient Department and in Theatres will require extended periods of standing and walking.
- **Mental** - The job involves extended periods of concentration when analysing and abstracting complex clinical information from clinical records. The work needs to be carried out to high standards of accuracy, which necessitates continuous validation. There is a need to work quickly in order to meet operational deadlines, to prioritise tasks in order to achieve departmental and individual targets, and to re-prioritise tasks constantly in order to deal with changing circumstances. The communication of complex concepts to non-experts requires the highest standards of comprehension and communication. The post holder must be able to make decisions and solve problems quickly without recourse to line managers, balancing competing requests and requirements in busy environments.
- **Emotional** - The job involves dealing with verbal and written information about diseases and surgery which can cause distress, especially in cases of terminally ill patients, trauma cases, severe congenital abnormalities, mentally ill patients and cases of abuse, particularly if photographs are including in patient records. There will be extensive interaction with patients and this will require being sensitive and at all times sympathetic. As the role involves capturing clinical outcomes data and information the post holder will have to utilise their interpersonal skills constantly.
- **Working conditions** - Working conditions for this role will be those found in an office environment, the Outpatient Department and Operating Theatres. The post holder will spend a significant time using visual display units and hand-held electronic devices. Assuming normal Health and Safety standards are met. Driving to and from work is not included.

Assuming normal Health and Safety standards are met.

Frequent VDU use and working from home.

Driving to and from work is not included.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and of others who may be affected by their acts or omissions.
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with.

Clinical Governance

All staff must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department as directed by their line manager.

Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection of 1998. Post-holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post-holders must apply the Trust's FOI procedure if they receive a written request for information.

No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises.

Person Specification

Attribute	Essential	Desirable	Evidence to support assessment
Qualifications	Educated to degree level in a relevant clinical discipline	Post-graduate qualification MSc/MA	Application
Experience	<p>Understanding and experience of clinical environments and clinical research</p> <p>Evidence of working with staff from different professional disciplines</p> <p>Participation in audit and monitoring</p> <p>Experience of leading and delivering on project work in healthcare or academic setting</p> <p>Working with external commercial partners</p>	<p>Experience of working with academics on research projects</p> <p>Experience of working with patient groups, charities</p>	Application/Interview
Skills and Abilities	<p>Excellent communication skills and able to work as a team member</p> <p>Good organisational skills and self-motivated</p> <p>Data analytical skills</p> <p>Attention to detail</p> <p>Good computer skills</p> <p>Meticulous documentation</p> <p>Flexible should the need arise, in carrying out their role</p> <p>Competent and safe to work independently</p>	<p>Experience of data presentation and analysis</p>	Application/Interview

	<p>Able to act independently and deliver aspects of specific projects</p> <p>IT Skills (to be tested during probationary period)</p>		
Knowledge	<p>Understanding of GDPR</p> <p>Project management</p>	Good research process knowledge (research and service evaluation)	Application/Interview
Disposition and Attributes	<p>Presentable</p> <p>Able to work as part of the team</p> <p>Able to respond to deadlines</p> <p>Able to support others</p> <p>Determined and Confident</p> <p>Able to adapt to change</p>		Application/Interview
Responsibility for Equality, Diversity and Inclusion	Demonstrable commitment to anti-discriminatory and inclusive behaviours and practices		Application/Interview
Responsible for Research & Development	As per all outline skills above as R&D is the core of the role		Application/Interview
Freedom to act	Experience of working independently		Application/Interview

The role requires long periods of concentration and sitting using VDU.