

JOB DESCRIPTION

JOB DETAILS

Job Title: Ophthalmology Co-ordinator

Pay Band: 4

Directorate: Ophthalmology

Department: Scheduled Care

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Service Delivery Manager

Reports to: Service Manager

Professionally Responsible to: Service Delivery Manager

Responsible For: N/A

Organisation chart:

JOB SUMMARY / PURPOSE

The post holder will be the point of contact for all administrative duties relating to patients' pathway of care.

The post holder will work as part of a multi-disciplinary team and will provide expertise in the proactive management of the patient pathway from referral to discharge, ensuring the entire pathway is managed smoothly.

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible, customer focused and knowledgeable point of contact. To provide a consistent approach across the Health Board, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

The role will involve travelling and working at alternative Health Board localities including Community and Primary Care should the need arise in order to ensure continuous support to service delivery.

MAIN DUTIES AND RESPONSIBILITIES

Outpatient Pathway

Ensure that any diagnostics and investigations that are required as part of the patient pathway have been requested and that the results are available for consultations.

Work with Medical Records to co-ordinate appointments and procedures at other hospitals and organisations, where the pathway requires input from these

Ensure outcomes of clinic attendance have been accurately recorded on Myrddin

Complete clinic cancellation forms and process according to SOP/Bookwise

Reschedule outpatient clinics as requested – to be done in line with waiting time targets

Following Health Board policy ensure that letters are processed in accordance with SOP

Liaise with patient records staff, clinical colleagues, other admin teams and other organisations to ensure all medical notes, referral letters, results and discharge summaries are available for outpatient appointments and consultations

Recognise when patients are on cancer pathways and, liaise with Cancer Services MDT co-ordinators to ensure patients are handed over appropriately

Pathway Tracking

To use the 26 Week Referral to Treatment (RTT) to manage all outpatient and elective patient journeys

Investigate and take the appropriate action where pathways are incomplete to ensure that patients are receiving timely treatment and Health Board Information is robust

To be responsible for identifying and escalation any issues to the Service Manager which compromises delivery of the 26-Week RTT pathway, e.g. lack of capacity either in outpatients or theatres

Ensure inter-provider transfers are timely and that the appropriate paperwork has been completed and sent or received

Liaise with internal and external colleagues to share patient pathway and diagnostic information.

Work with theatre/ OPD Service Managers to manage and monitor outpatient and theatre scheduling making best use of capacity

Ensure Health Board systems are updated with patient pathway status information and that data quality is maintained

Proactively manage the pathway to avoid breaches and take steps to resolve any issues

Ensure Glaucoma patients for follow up are tracked and booked in timely fashion.

Inpatient Pathway (Specialty Specific)

Ensure that Health Board agreed standard of service is delivered to patients requiring elective admission to specialty

Ensure details of patients to be admitted are entered onto Myrddin, recording accurate information

Work closely with waiting list team to schedule elective admissions, contacting patients offering them a choice of admission dates and agree with them the date of admission

Book pre-operative assessment appointments with the agreed timescales

Act on outcome of pre-operative assessments in timely manner

Ensure that appropriate tests and investigations are arranged and completed, with results available before surgery

Liaise with theatres to ensure that specialist equipment is available where needed and that theatre slots are utilised appropriately. Ensure ward, surgery areas and clinical teams are aware of patients who have been booked in for surgery and any special requirements for the admission

In line with departmental protocols, communicate basic clinical information to patients relating to their procedures and treatments, ensuring appropriate distribution of patient information

General Administrative

Use Health Board IT systems and specialty databases to ensure relevant and accurate information is recorded.

Investigate patient DNAs, communicating the results to the consultants and Service Manager as appropriate

Cancellations – communicate details to the clinician ensuring all information is available.

Ensure healthcare records are tracked to the correct location

Handle post according to SOP

Undertake general typing duties e.g. references, medical reports

Taking of meeting minutes

Provide cross cover within specialty/admin team

Attend meetings for service development initiatives as required

To be responsible for the organisation of formal meetings. Responsibilities to include preparation of agendas, transcription of minutes and subsequent collation and distribution to staff

To be able to contribute to specialty improvements and efficient processes

To carry out duties consistent with the post as required by the Service Delivery Manager

Service Management

The postholder will be a member of the administrative team for the service and will be required to review and manage incoming mail on a daily basis, analyse and implement immediate action for urgent matters.

Validation of patient pathways as required – new and follow up.

Ensure patient information is kept up to date and relevant correspondence filed and available for outpatient clinics.

Ask for advice and report any difficulties to an appropriate team member.

Service Improvement

To ensure that improvements and adjustments agreed to working practices are implemented and taken forward.

Suggest improvements found in daily used procedures to aid service delivery.

Alert colleagues when policies and procedures are not adhered to which could have a detrimental effect on services.

Communications

Demonstrate high levels of customer care and be an ambassador for customer care within the Health Board

To be the friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates

Act as the communication hub for clinical team, patients and their relatives, as well as internal and external organisations

Promptly answer telephone enquiries, taking and relaying messages in polite, and helpful manner, taking action as appropriate

Deal with complex queries

Ensure interpreting equipment is available when required for patient consultations

Inform transport department of patients who require transport following Health Board protocols

Ensure written confirmation of appointments and admissions is sent to all patients

To be responsible for timely written and verbal communications with patients, clinicians, nursing staff and management

Ensure that all information distributed to patients is accurate and up-to-date

Attend clinics where appropriate to co-ordinate the patient pathway

Act as a key point of contact for the service.

Communicate effectively and establish a good working relationship with a wide range of people, to include clinical staff, Senior Managers, peers, patients and outside agencies, i.e. GP surgeries, community venues.

Exercise tact, diplomacy and sympathy when dealing with patients and their relatives.

Ensure that any barriers to communication are dealt with, for example, checking with clinical staff when messages are unclear.

Access to confidential, highly sensitive letters, medical reports which you may be required to type in the absence of other team members. Ensure a high degree of accuracy and ensure prompt distribution to relevant parties.

Keep a record of activity i.e. diary and personal journal.

Confidentiality should be considered at all times in any communication whether written or oral.

Attend team brief meetings when requested to do so.

Finance and Resources

Responsible for monitoring and maintaining standard office conditions, faults, loose plugs, fused bulbs and specific office equipment.

Liaise with appropriate services to ensure office is kept up to required standard e.g. Confidential waste collection.

Personal and People Development and People Management

Identify own training and development needs and undertake appropriate training/education as required.

Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed

To attend all statutory and mandatory training as and when required to do so

Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies

In accordance with organisational policy, plan, prepare and take an active part in the Personal Development Review (PADR) process.

With the line manager, formulate a personal development plan, and act on areas of training identified to develop and improve professional knowledge within the role.

Record and keep a personal journal of development and training activities undertaken, in preparation for the PADR process.

This job description should be regarded as a guide to the planned duties and responsibilities of the post. The description is not exhaustive and will be subject to periodic review in association with the post holder.

Information Processing

Process and file patient correspondence using both physical and electronic systems in compliance with agreed policies and procedures.

Take responsibility for all medical records within the service and ensure their safe return to the Medical Records Library and/or relevant Medical Secretary.

Maintain confidentiality of information at all times and adhere to the Data Protection and Access to Health Records Acts.

Undertake training and effectively use the full range of computer packages available within the Health Board. This includes using the hospital patient data base (Myrddin), intranet, e-mail, Microsoft word, Excel, Powerpoint, Oracle (Procurement System). .

You may be required to undertake some typing from audio dictation and handwritten correspondence, attend meetings and type minutes when requested.

Health, Safety and Security

Ensure that Health Records movements are tracked at all times, and that annotations are made on Myrddyn where applicable, to enable full traceability and availability

All Health Records are stored and processed in accordance with Health Board guidelines and meets Information Governance standards

Request Health Records as required by members of the team via Myrddyn

For non-clinical requirements, request/retrieve Health Records from the Health Records Library.

Ensure that all "medical/clinical notes" and correspondence are completed accordingly, merged and filed on Health Records before being forwarded to the next area, or being returned to the Health Records Library

Provide full support to other members of staff in locating Health Records

Work within agreed Health Board policies, procedures and guidelines.

Ensure health and safety standards are maintained, identify possible hazards and inform the line manager if outside own authority. Ensure all relevant work areas are well maintained, neat and tidy and conducive to effective working. .

Attend mandatory training, ie fire and object handling

Quality

The postholder should act in compliance and maintain a good understanding of policies, procedures and guidelines across the Health Board's area of responsibility.

Support others effectively during times of change and working with others to overcome problems and tensions as they arise.

Ensure typewritten correspondence is of a mailable standard.

Ensure that own workload is managed effectively and autonomously to deliver a patient service in a timely manner.

Maintain an efficient manual and computerised filing system within the department and ensure compliance with Health Board policies, procedures and guidelines.

Encourage efficient use of service resources.

Ensure post is effectively maintained, using initiative in resolving issues and seeking assistance if necessary.

Equality and Diversity

To ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies and procedures.

Understands and acts in a way that indicates own responsibility to treat others fairly, equally and with respect.

Demonstrates consideration of professional boundaries.

Ensure all service users are treated with dignity and respect and are treated as an equal partner.

Ensure all policies relating to consent and confidentiality are adhered to.

Effort and Environmental

Working mainly within office environment.

Occasional exposure to distressing or emotional circumstances i.e. dealing with distressed patients/public on the phone.

Frequent requirement for sitting in restricted position due to prolonged periods of working on a computer.

Physically collecting and returning patient files to/from hospital sites/clinics.

Need to constantly prioritise work load dependant on incoming work/demands.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Level 4 qualification in Administration or Customer Care or acquired equivalent experience</p> <p>GCSE or equivalent in English and Maths, grades A-C</p> <p>High standard of IT knowledge and evidence of working with systems, databases and spreadsheets</p> <p>Experience of working in an administrative post</p> <p>Knowledge of Myrddin</p>	<p>Knowledge and experience of working with HB information systems</p> <p>Degree Educated</p> <p>Expert Knowledge of Myrddin</p>	Application form
Experience	<p>Experience of working in the NHS – Primary and Acute Service</p> <p>Experience of using full range of IT systems and patient data systems</p> <p>Experience of using Microsoft Office, including Word and Excel</p> <p>Experience of scheduling outpatient appointments and/or admissions</p> <p>Experience of working in a multi-disciplinary team</p> <p>Experience of handling patient complaints</p>	<p>Experience of supervising staff</p> <p>Experience of using digital dictation systems</p>	Application form and interview.
Aptitude and Abilities	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> Dignity, Respect and Fairness 	Able to audio type.	Interview

	<ul style="list-style-type: none"> • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Excellent verbal and written Communication skills.</p> <p>Ability to manage queries in a calm and professional manner.</p> <p>Able to format letters. Self-motivated with the ability to take initiative when required.</p> <p>Able to work without Supervision.</p> <p>Excellent understanding of the importance of confidentiality.</p> <p>Accurate data entry, typing and checking skills competently, including those of a sensitive and confidential nature.</p> <p>To be able to analyse and interpret data and be able to report to senior staff.</p> <p>Ability to plan, prioritise and delegate workload</p>		
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	<p>Manage and interpret data correctly to inform decision making</p> <p>Pays attention to detail</p> <p>Ability to initiate & co-ordinate change to own working practices</p> <p>Excellent IT skills</p> <p>Understanding of patient priorities and performance targets related to appointments and waiting times</p> <p>Thorough knowledge of healthcare administrative systems and processes levels of concentration, alertness and awareness</p>		
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and Interview
Other	<p>Ability to travel between sites in a timely manner</p> <p>Flexible approach to needs of the service</p>		

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down

by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognises that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimise the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimise their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.

