

### **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Involvement Coordinator
<b><u>GRADE:</u></b>	Band 4
<b><u>DEPARTMENT</u></b>	Patient and Carer Involvement Team
<b><u>LOCATION:</u></b>	St George's Hospital
<b><u>RESPONSIBLE TO:</u></b>	Head of Patient and Carer Involvement
<b><u>ACCOUNTABLE TO</u></b>	Group Nursing Director

### **MAIN PURPOSE OF THE JOB**

To provide coordination and support to the multi-disciplinary team in their management of patient and carer involvement, ensuring that all necessary information and resources are available in a timely manner, and that administrative information flows without repetition or delay.

To provide administrative support and management to the Trustwide Involvement and Experience Group and other Trust meetings.

To monitor the flow of objectives and escalate potential problems including those relating to Peer Support Workers at the earliest opportunity.

To provide administrative support and management to the Service User and Carer Reference Group.

### **VISION AND VALUES**

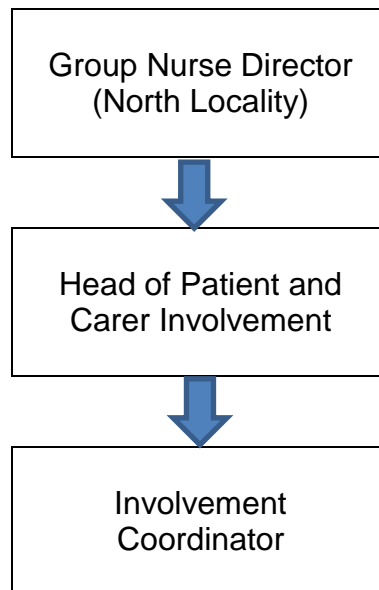
**Our Vision is:** "To work together, with compassion and care, to keep you well over the whole of your life."

**Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES**

## **ORGANISATIONAL CHART**



## **COMMUNICATION & RELATIONSHIPS**

Facilitates excellent customer service, in person and on the telephone, following guidance and procedures delivered through in-house training and action planning – supports junior administrative staff in achieving the same.

Communicates verbally and in writing, with all levels of staff within the Trust, with external agencies, and with patients/carers, to deal with non-clinical enquiries relating to the patient and carer involvement in a timely manner, maintaining confidentiality at all times.

Processes mail, inbound and outbound, ensuring all urgent correspondence is handled promptly and efficiently.

Communicates effectively with patients and carers, where there may be barriers to understanding, and where tact or persuasive skills may be required /appropriate.

A high level of sensitivity is required in dealing with patients who have significant mental health problems or are highly anxious, upset, unpredictable, angry or withdrawn.

## **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

### Essential

- General education to O-level / GCSE or equivalent
- Word Processing skills at Level 3 (e.g. RSA Lev 3 or the equivalent qualifications (s) in relevant subjects plus relevant experience)
- Audio Typing qualification or demonstrable equivalent experience

- Note taking skills.
- Working knowledge of software applications including Microsoft Word, Excel, PowerPoint and Patient Information Systems (e.g. RIO)
- Excellent organisational and planning skills using own initiative and the ability to prioritise and process information according to urgency.
- Previous NHS administrative experience.
- Knowledge of NHS Policies and procedures.
- Experience of managing and maintaining office systems.
- Ability to demonstrate experience of data collection and analysis at a level commensurate to the post.
- Ability to communicate effectively at all levels, both written and verbal. Excellent interpersonal and communication skills in dealing with patients, carers and professionals, in some cases where there are barriers to communication or understanding.

Desirable:

- NVQ Level 3 or QCF Level 3 in Customer Care (or equivalent)
- NVQ Level 3 or QCF Level 3 in Business Administration (or equivalent)
- Shorthand qualification
- Working knowledge of CPA, Mental Health Act and Safeguarding documentation and procedures
- Experience in using stock ordering and other relevant financial systems
- Knowledge of relevant clinical terminology acquired through previous experience and/or relevant qualification

### **ANALYTICAL AND JUDGEMENTAL SKILLS**

Exercises judgement and initiative in making decisions on matters not normally within the scope of defined instructions or procedures. Takes responsibility for them and escalates them up the line where appropriate.

In cases where a peer support worker presents in person or on the telephone in extreme distress, threatening self-harm, etc. the post holder will make a judgement on handling the situation within the parameters set out in pre-agreed guidelines and will immediately advise and / or refer to clinicians and managers as appropriate.

Uses judgemental skills on a daily basis in situations which require problem-solving, e.g. handling urgent queries, resolving conflicts with appointments.

Undertakes some analysis of patient and carer information/data as directed.

### **PLANNING AND ORGANISATIONAL SKILLS**

Prioritises own workload using own initiative.

Coordinates the administration of patient and carer involvement on behalf of the multi-disciplinary team, highlighting urgent referrals and issues promptly, and monitoring flow to ensure performance targets are achieved

Organises documentation and correspondence relating to patient and carer involvement meetings, appointments, reviews etc. in liaison with appropriate team

members, working in a timely manner to ensure information flows without delay.

Organises documentation, correspondence and venue relating to Service User and Carer Reference Group events.

Manages the use of the Family Room at SGP, and schedules meetings using own initiative and ensures accurate and appropriate information is available as required, and venues are booked, to facilitate the smooth running of the service and allow the accommodation of urgent problems.

Ensures follow-up arrangements are made for Peer Support Worker Development events, as advised by Facilitators, and monitors attendances to initiate action if they fail to attend.

Arranges investigations on behalf of Head of Involvement, as appropriate to the service, and ensures results are presented promptly and filed appropriately in line with Trust Record-Keeping guidance.

## **PHYSICAL SKILLS**

Advanced keyboard skills.

## **RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

Supports Involvement team in their management of involvement activities to ensure every patient and carers receive a timely, high quality service.

Deals effectively and efficiently with enquiries in person and on the telephone, from patients, carers and staff, using discretion, sensitivity and tact as appropriate, and providing general non-clinical advice and information. Demonstrates excellent interpersonal and communication skills, and facilitates excellent customer service within own remit.

Gathers non-clinical information from patients and carers, as relevant to the service area, following agreed protocols and in-house customer care training.

## **POLICY AND SERVICE DEVELOPMENT**

Post holder works within, and adheres to, Trust Policies and Procedures to maintain consistently high standards

Designs and implements new administrative practices for the team and/or service, in collaboration with the head of Involvement and Involvement staff, through a process of continuous improvement.

Implements Policies and proposes changes for own work area.

## **FINANCIAL AND PHYSICAL RESOURCES**

Where appropriate, compiles stock and non-stock orders for the Team, as directed by the head of Involvement and/or Involvement Team. Ensures stock is used appropriately with minimum waste.

Arranges repairs or maintenance to equipment and buildings promptly to maintain a safe working environment, reports hazards promptly to managers.

## **HUMAN RESOURCES**

Provides advice and guidance on own area of work to new team members.

Participates in staff development and annual appraisal programmes, to maintain the highest standards of practice.

Delegates work to junior administrative staff in own area, supporting them to achieve the highest standards of quality.

## **INFORMATION RESOURCES**

Demonstrates proficient ability in the use of software applicable to job role, e.g. Microsoft Word, Excel, PowerPoint, RiO, etc., and is able to solve simple IT problems for clinical staff.

Uses IT solutions in meetings to allow timely data entry and access to information, and to facilitate communication.

Updates information systems and produces reports from these as required, undertaking some analysis of information where needed.

Produces presentations and graphical information using a variety of computer software including Microsoft PowerPoint and Excel, assists in the production of accessible information as required.

Develops and maintains effective filing systems, both computerised and manual.

Takes and transcribes formal minutes.

Ensures secure storage of resources and confidential information within own area.

## **RESEARCH AND DEVELOPMENT**

Contributes positively to all Quality Initiatives, taking part in surveys and audits and contributing ideas to improve the quality of services.

## **FREEDOM TO ACT**

Works independently without direct supervision, using own initiative, and is guided by Trust Policies and Procedures, and standards of good practice.

## **PHYSICAL EFFORT**

Required to sit at a desk for long periods of time.

Occasionally lifts heavy patient charts, pushes trolleys with case notes or equipment, regular filing, general handling of case records, all done using handling techniques learnt through mandatory training.

## **MENTAL EFFORT**

Concentrates for prolonged periods, e.g. when typing complex, lengthy documents, or when taking and transcribing audio-dictation, hand-written notes or shorthand

Able to deal with a predictable work pattern with frequent interruptions

Able to retain focus on workload in a busy, sometimes stressful environment, in order to meet deadlines.

## **EMOTIONAL EFFORT**

Able to deal with the distressing nature of reports and confidential information concerning patients and others, e.g. details of abuse, offending history, domestic violence, etc.

Ability to use discretion with sensitive issues and uphold confidentiality.

Handles queries from patients and carers relating to distressing circumstances using appropriate tact and sensitivity, manages these contacts whilst arranging for appropriate clinical response.

## **WORKING CONDITIONS**

Uses VDU equipment for prolonged periods on a daily basis.

Occasionally deals with verbal aggression from patients and/or carers, in person and on the telephone.

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

## **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

#### **ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

#### **JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** .....**Date:** .....

**Line Manager's Name:** .....

**Line Manager's Signature:** .....**Date:** .....

### **PERSON SPECIFICATION**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Education and Qualification</u></b>	<p>General level of education to O-Level/ GCSE or equivalent</p> <p>OCR/RSA Level 3 qualification or equivalent in Word/Text Processing</p>	<p>Audio-typing qualification</p> <p>NVQ Level 3 or QCF Level 3 in Customer Care (or equivalent)</p> <p>NVQ Level 3 or QCF Level 3 in Business Administration (or equivalent)</p>
<b><u>Knowledge and Experience</u></b>	<p>Word/text processing skills, OCR/RSA Level 3 qualification (or the equivalent) plus relevant experience</p> <p>Audio Typing qualification or demonstrable equivalent experience</p> <p>Working knowledge of Microsoft applications, including e-mail communication</p> <p>Ability to maintain and update Patient Information Systems e.g. RiO</p> <p>Knowledge and understanding of relevant clinical terminology (gained through relevant qualification and/or experience)</p> <p>Good working knowledge of office procedures</p> <p>Knowledge of NHS procedures and Policies</p> <p>Previous NHS administrative experience</p> <p>Experience of data collection and analysis</p> <p>Good organisational and planning skills</p>	<p>Knowledge and understanding of relevant clinical terminology (gained through relevant qualification and/or experience)</p> <p>Working knowledge of CPA, Mental Health Act and Safeguarding documentation and procedures</p> <p>Experience using stock ordering systems and petty cash systems</p>

<b><u>Skills and Competencies</u></b>	Excellent communication and interpersonal skills, both verbal and written  Note-taking skills	Shorthand skills
<b><u>Role/Team specific requirements</u></b>	Flexible attitude to cope with fluctuating workloads and the occasional requirement to cover other areas in cases of staff absence  Discrete in handling confidential and sensitive information	
<b><u>Personal Characteristics</u></b>	Able to work under pressure, to motivate staff, plan workload and meet deadlines	
<b><u>Additional Requirements</u></b>	Able to meet the mobility requirements of the post	