

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE RENAL COORDINATOR
Non-Emergency Patient Transport Service (NEPTS)

DEPARTMENT: Commercial Division

REPORTING TO: Renal Manager (NEPTS)

AFC PAY BAND & ENHANCEMENTS: Band 3
Enhancements to be confirmed.

LINE MANAGER TO: N/A

DISCLOSURE & BARRING SERVICE LEVEL: Enhanced

WORK PATTERN: 37.5 hours per week

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

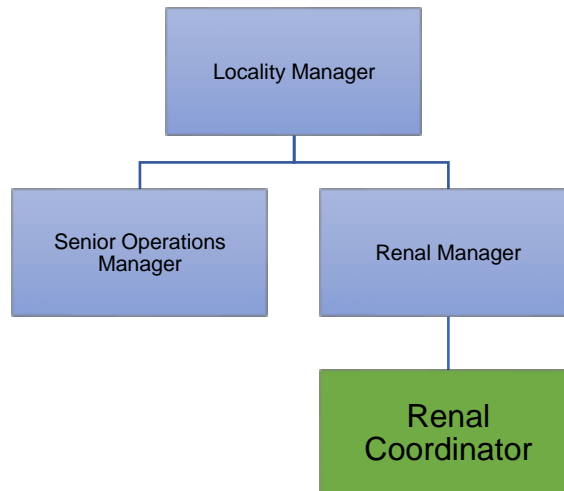
Internal

- Renal Manager (NEPTS)
- NEPTS Managers (Operational and Contact Centers)
- NEPTS Operational Staff
- Contact Centre Staff
- Corporate and Support staff

External

- Patient's relatives /carers
- Renal Unit Staff
- Site Managers
- Health Service Colleagues
- Stakeholders
- Subcontractors working on behalf of NEPTS

ORGANISATIONAL CHART:



OVERALL, PURPOSE/ROLE SUMMARY:

As Renal Coordinator NEPTS you will be required in partnership with the Renal Manager NEPTS to coordinate the resource requirements for patients attending renal dialysis to ensure that all agreed performance and quality standards are achieved.

To develop close working relationships with users to include NHS treatment centre managers, to facilitate the changes that are necessary within the service, and to be part of the team for the ultimate benefit of the patients in the community.

MAIN DUTIES AND RESPONSIBILITIES:

1. Ensures the effective and efficient operational provision of resources in order to meet the contractual commitments relating to renal patients.
2. Provides a focal contact point for Renal Units within the contractual area and responsibility for dealing with the day-to-day issues affecting the delivery of service.
3. To assist in ensuring that renal units and patients are contacted regarding their transport requirements, advising of any inability to meet these requirements and advise of any other options as soon as it is apparent that any genuine commitments cannot be met.

4. Proactively discusses requirements and future development needs with the Renal Manager NEPTS and Renal Unit Managers. Where appropriate develop and implement new methods of working.
5. To deal with complaints/concerns and carrying out investigations Complaints /Datix and other reported incidents as and when directed by the Renal Manager NEPTS providing responses as required.
6. Ensures that all documentation associated with operational aspects of the Patient Transport Services is maintained and stored appropriately in accordance with Information Governance.
7. Monitors the performance of NEPTS and external provider resources relating to renal patient activity and compliance with Key Performance Indicators (KPI) and quality standards as required.
8. Promotes the “team concept” throughout NEPTS and with Stakeholders within the renal forum.
9. To facilitate regular patient feedback surveys of renal patients to support the delivery of transport.
10. To routinely meet with all renal units to review service requirements and any process changes.
11. To undertake patient assessments both within the hospital environment and local community to ensure that the correct resource is allocated to meet the needs of the patient this will include patients that require the use of the NEPTS Bariatric service.
12. The post holder will be required to participate in all training, mandatory and other as required by the Trust to meet the needs of the role and organisation.
13. To enter patient information on to the preferred patient data base as an initial patient record or an amendment of an existing record, maintaining the NEPTS patient data system to ensure that information is relevant and accurate.
14. The post holder will be required to allocate patients to various resources as and when required to facilitate the efficient transportation of patients ensuring that the Contact Centre is kept informed.
15. To participate in the Trust annual appraisal scheme.

OTHER DUTIES

To ensure that staff can work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout the department.

To ensure that the Trust's policies in relation to Equality and Diversity are central to the working ethos of all staff.

There are occasions when employees agree to take on additional roles which are not specifically part of the main job role.

This job description is not comprehensive but contains the main responsibilities and functions of the post. Other reasonable duties may be required, in accordance with operational need.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly

or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

SCAS has a statutory duty to safeguard and promote the welfare of children and young people (Children Act 2004), to protect adults at risk of abuse (Care Act 2014, Mental Capacity Act 2005 et al), and to support the Home Office Counter Terrorism strategy CONTEST, which includes a specific focus on PREVENT.

Safeguarding is everybody's business, and any concern should be promptly reported in accordance with South Central Ambulance Service's safeguarding policy and associated guidance found within South Central Ambulance Service allegations and other associated policies. Support, advice and guidance may be sought from the safeguarding team however this should not be in place of a referral ensuring the principle of "No delay."

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

Freedom to Speak up (FTSU):

All staff have a responsibility for creating a safe culture and an environment in which we are all able to highlight when things go wrong, might go wrong, or when things are good, but could be even better.

FTSU is a fundamental part of this and is a core element of the Trust's values and behaviours, we need to be mindful how our behaviour may inhibit or encourage someone speaking, listening or following up. Further eLearning is available on ESR.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date