

Title: Pathway Co-ordinator

Directorate: GI Services

Board/corporate function: Surgery and Cancer

Band: 4

Responsible to: Service Manager

Accountable to: Service Manager

Hours: 37.5

JOB PURPOSE

The postholder works as part of the Pathway Administration team under the supervision of the Service Manager, and is responsible for:-

- Co-ordinating the patient pathways within the GI rapid access multi-disciplinary diagnostic centre pathway and other designated sub specialty areas
- Supervising junior administrative staff within the sub-specialty to provide a range of administrative services ensuring a high quality, efficient and timely administration service is provided to all patients.
- Providing a primary point of contact between the multi-disciplinary teams and their colleagues, patients, relatives and GPs;
- Be responsible for all correspondence for their multi-disciplinary clinical team(s), in connection with both inpatient and outpatient treatment;
- Acting as a source of advice and support for troubleshooting non-routine matters or resolving initial complaints.
- Supporting the clinical and administrative teams to provide a positive patient experience;

- Supporting and providing cross cover for all administrative areas across the Division when required so that all areas are sufficiently staffed to provide a consistently high level of patient satisfaction.
- Be responsible for the diary management of the multidisciplinary team members within the designated sub-specialties.

DIMENSIONS

The postholder will have a degree of autonomy to ensure that deadlines are met and that there is proactive day-to-day management of the outpatient clinics to maximise the Trust's resources.

They will have key working relationships with all members of the administrative and clinical teams including nursing and medical staff, allied health professionals and support workers. They will act as the first point of contact (in phone and in person) in communication with patients, relatives and GPs and other external hospital staff / tertiary referrers.

The postholder will be responsible for escalating and troubleshooting issues to the Service Manager and will contribute to finding proactive solutions to routine issues.

KEY RESULT AREAS

Managing the Patient Pathway

- To be responsible for the administrative work within the designated sub-specialty.
- As part of a team working together to provide an excellent level of patient care, proactively monitor the outpatient pathway to ensure that all elements of the patient's care is arranged as appropriate. To include making any necessary arrangements for patients e.g. booking follow up appointments or diagnostics.
- To support the Patient Pathway Assistant in ensuring that all clinic outcomes have been logged correctly on the system and that actions have been taken as dictated by the clinician.
- Maintain a good understanding of the Trust's Access policy and ensure that booking processes remain in line with the policy.

- To be responsible for anticipating potential breaches and escalating in good time any potential breaches to the Pathway Manager. This involves working with the Pathway Manager proactively to seek solutions to anticipate and avoid breaches.
- To be responsible for the preparation of accurate correspondence (clinical and non-clinical) and to provide support and guidance to the Pathway Assistants as required in order to achieve this.
- To ensure co-ordination and supervision of work to meet quality standards with regard to accuracy and deadlines as instructed by the Divisional Management team. To be responsible for escalating to the Pathway Manager if timescales for distribution of correspondence will be breached.
- To administer and maintain effectively and efficiently all relevant I.T. systems. The systems could include CDR (Clinical Data Repository), ESR (Electronic Staff Record), PAS (Patient Administration System), RIS (Rad Centre – Patient Management) and/or other local systems – IT systems that record essential clinical and personal information about patients, Microsoft Office (Word, Excel, and PowerPoint), Internet and Email.

Outpatient clinics and ambulatory services

- Ensure the smooth running of the GI rapid access clinic, outpatient clinics, Endoscopy lists and GI Physiology treatment.
- Efficiently booking patients into outpatient clinics, Endoscopy or GI Physiology treatments and tests as required in line with the Trust's Access policy.
- Ensuring clinics and lists are booked to maximum capacity. This will involve proactively looking to fill late cancellations in order to maximise capacity and activity.
- Inform patients promptly of any changes to their clinic dates.
- To support the Pathway Assistant in proactively communicating with clinical staff to ensure the timely return of dictaphones following clinic.
- Making all necessary arrangements for patients including booking interpreters or hotel bookings where appropriate.
- Providing reception service as required.

Team PA responsibilities

- To provide a high quality personal assistant service to clinical staff within the designated sub-specialties. This includes:
- Ensuring clinical commitments are booked and organised, and if needed, cancelled in line with the Divisional clinic cancellation process.
- Managing and recording clinicians' leave and the subsequent impact on planned clinical activity. Ensuring relevant escalation to Assistant General Manager in line with local leave booking policy where appropriate.
- Assisting MDT members with any administrative work needed as a result of their clinical activity. This may include providing administrative support for audit and governance work.
- Maintaining an up-to-date knowledge of rotating doctors and responding accordingly. This will include assisting in the organisation of local induction and other new starter processes. This will also include being responsible for keeping the clinic template letters up to date and ensuring new staff have been issued with dictation codes.

General Administrative duties

- To maintain office filing systems both manually and electronically as required.
- To assist with induction and on the job training of new and bank members of staff.
- To assist managerial staff with the investigation of patient complaints if required.
- To arrange and attend meetings as requested and disseminate information as required. This will involve preparing documentation, ordering patient notes and taking minutes for the multi-disciplinary team meetings and following up on all actions.
- Provide cover for the duties of the Pathway Assistant where during periods of absence to ensure a consistently high level of service during periods of leave.

Communication

- Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family/visitors/carers.
- Respond appropriately to queries, take phone messages and pass on written and verbal information to patients,

- Provide relevant information to patients, family/visitors/carers and colleagues,
- Analysing problems and finding solutions as well as using judgment to know when to pass the caller on to a member of the clinical team.
- Complete documentation accurately and contribute to reports of patients' activity and progress,
- Accept constructive feedback from colleagues,
- Give constructive feedback on patient care and activities to relevant healthcare professionals,
- Participate in discussions departmental service improvement and quality control
- Maintain patient confidentiality.
- Maintain professional boundaries and working relationships with patients and colleagues.
- Acting as a point of contact for teams, dealing and responding effectively with complex queries from stakeholders and passing on relevant information to appropriate team members sensitively and autonomously

Personal and People Development

- **Working together with other administrators within the Trust to provide an effective network of communication including dealing with visitors to the Directorate and being flexible to cover other administrators' general duties within the Department.**
- Understand own level of responsibility and accountability in relation to team structure.
- Identify own learning needs and produce a personal development plan in conjunction with line manager.
- Reflect on and analyse workplace experiences in order to develop own skills/abilities.
- Co-ordinate the induction and ongoing development of junior clerical and support staff.
- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework.
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates.
- Take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance.

Health, Safety and Security

- Assist in maintaining a safe working environment.
- Report any issues at work that may put health, safety and security of staff, patients and visitors at risk.
- Work within own personal/professional limitations and seek help of others to maintain safe practice.

Service Improvement and policy development

- Show initiative in finding innovative solutions to problems, identifying bottlenecks and potential threats to service delivery.
- Providing guidance and advice on relevant policies and procedures

- Identify improved ways of working and propose changes to practices, procedures and processes in own area of work.
- Monitor team performance and implement corrective action where necessary.

Quality

- Ensure any data entry into hospital systems complies with the Trust's Data Capture Policy and is entered accurately, completely and in time.
- Ensure that patient treatment is booked in line with the Trust's Access Policy and where this is not possible to escalate to the Pathway Manager.
- Promote an environment and team dynamic that facilitates smooth running of the department.
- Ensure a welcoming and caring approach to patients and their family/visitors/carers.
- Ensure team members maintain required standard of care.

Equality and Diversity

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy.
- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals.
- Take account of own behaviour and its effect on others.

Information Processing

- Competent in using multiple databases, including providing assistance to team members.
- Running and collating reports

Information Collection & Analysis

- Identify sources of information for clinical and management queries.
- Able to use EPR and CDR to input and access information as required

GENERAL

- Adhere to the Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure

- Take personal responsibility for ensuring that resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs)
- Comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic
- Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act
- Maintain confidentiality at all times

Other

These guidelines are provided to assist in the performance of the contract but are not a condition of the contract. The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the postholder.

All staff will be regularly assessed on their knowledge, skills and behaviour, and application of all aspects of the job description, in line with the Trust's Personal Development Review (PDR) process.

Staff will also be expected to abide by the relevant code of professional practice relating to their discipline.

KSF Outline for Band 4 Pathway Co-ordinator

KSF Dimension, Level and Indicator						
	Dimen- sion Number	Dimension	Foundation Gateway (Subset Outline)		Second Gateway (Full Outline)	
			Level	Indicators	Level	Indicators
Core Dimension	1	Communication	2	All	2	All
	2	Personal and People Development	2	All	2	All
	3	Health, Safety and Security	1	All	2	All
	4	Service Improvement	1	All	1	All
	5	Quality	2	All	2	All
	6	Equality and Diversity	2	All	2	All
Specific Dimension		INFORMATION AND KNOWLEDGE				
	IK1	Information processing	2	All	2	All
	IK2	Information collection & analysis	1	All	2	All
		GENERAL				
	G5	Services and project management	2	All	2	All

Person Specification

Post: Band 4 Pathway Co-ordinator

Candidate's Name:

*Essential / Desirable – E/D

**HOW WILL CRITERIA BE ASSESSED?
(A) APPLICATION / (T) *TEST / (I) INTERVIEW / (R) REFERENCES**

***Test to be conducted at interview in accordance with HCA Recruitment and Selection guidelines & interview questions**

REQUIREMENTS	*E / D	How assesse d	Me t	Not Met	EVIDENCE TO SUPPORT ASSESSMENT
<p><u>1. Knowledge & Qualifications</u></p> <p>a. Educated to GCSE level or equivalent, including Grade C or higher in English</p> <p>b. NVQ Level 3 in Healthcare, Customer Care of Business Admin or equivalent</p> <p>c. Further secretarial qualification (e.g. AMSPAR)</p>	E E D	A A A			
<p><u>2. Experience</u></p> <p>a. Demonstrable knowledge of secretarial procedures at a high level of competence acquired through both training and experience</p> <p>b. Proven experience of working in an office environment</p> <p>c. Previous NHS or healthcare experience</p> <p>d. Evidence of leading a team</p>	E E D E	A/I/T A/I A A/I			
<p><u>3. Communication</u></p> <p>a. Able to communicate accurately and</p>	E	A/I			

effectively with patients and colleagues, verbally and in writing					
b. Able to follow instructions and complete assigned tasks.	E	I/T			
c. Able to deal with the public in person and on the phone	E	A/I			
d. Able to support and reassure patients/carers in distress	E	A/I			
e. Understands importance of maintaining confidentiality	E	A/I			
<u>4. Personal And People Development</u>					
a. Demonstrates understanding of own role within the team	E	A/I			
b. Able to supervise and motivate staff					
c. Willing to produce a personal development plan with manager	E	I			
d. Willing to develop self & undertake in-house study	E	I			
	E	I			
<u>5. Health, Safety And Security</u>					
a. Able to identify risk issues in immediate working environment and correct where possible or report to manager	E	I			
b. Promote an awareness of incident reporting					
<u>6. Service Improvement</u>					
a. Able to carry out administrative and clerical duties appropriate to the work area	E	A/I			
b. Able to lead on service improvement initiatives in local environment	D	I			
<u>7. Quality</u>					
a. Demonstrate sound understanding of what constitutes a high quality service for patients and ensure junior staff are	E	A/I			

<p>made aware of this</p> <p>b. Willing to be responsible for managing resources efficiently and effectively</p> <p>c. Able to report problems as they arise and solve them where possible</p>	E	I			
E	I				
<u>8. Equality and Diversity</u>					
a. Experience of customer service in a multi-cultural environment	E	A/I			
b. Knowledge and understanding of the importance of equal opportunities	E	A/I			
c. Demonstrates understanding of importance of maintaining privacy and dignity	E	A/I			
<u>9. Information processing</u>					
a. Competent with software programmes including Microsoft Word, Outlook, Excel and Powerpoint	E	A/I			
b. Experience of working with hospital databases	D	I			
<u>10. Information Collection & Analysis</u>					
a. Able to perform basic database interrogation as requested	E	I			
b. Able to collate simple datasets and present in a logical format	E	I			
<u>11. Specific requirements</u>					
<i>(E.g. Relevant qualifications/experience for specialist areas)</i>					
a. Flexible approach to shift patterns	E	I			
b. Proficient typist (approx 60 WPM)	D	A/I/T			
c. Physically capable of office duties, moving notes etc.	E	I			

Shortlist: Yes / No

Reason:

Signatures:

Offer Post: Yes / No

Reason:

Signatures: