

Job Title:	Co-ordinator/Administrator -Virtual Ward
Reports to (job title):	Clinical Lead, NHS@Home (Virtual ward) BaNES

Job purpose

Based in our Care Coordination Centre, in Bath and Northeast Somerset (BaNES). The role will be an exciting and innovative way of working delivering excellent care to patients in their own home.

As an Administrator/Co-ordinator, you will be part of the Step-up Clinical Team, working in partnership with the Royal United Hospital Bath (RUH) Step down (Hospital at Home) team under the Umbrella of BaNES Virtual Ward. This is an exciting collaboration working across organisational boundaries to bring together the expertise of acute services with community services. The Step-up team has a primary focus on admission avoidance and the Step-down team supports early discharge from the acute setting. Both teams will work interchangeably and collaboratively in response to demand and capacity across the Virtual Ward. Although the referral routes are different the treatment, interventions and care will be the same. Patients within either pathway are those who would have traditionally needed acute hospital treatment but instead receive acute multidisciplinary care in the place they call home.

You will be working as an administrator/coordinator, joining innovative and forward-thinking colleagues who are compassionate and committed to the people in the local community who use our services and go above and beyond to ensure they receive the best quality care. You will use a range of communication skills to obtain and share information effectively with patients, families and amongst the teams; overcoming barriers and escalating any concerns where required.

You will work flexibly to meet the needs of the service; always prioritising your workload, managing unpredictable situations using excellent communication skills.

Base

BaNES Care Coordination, Unit 2, Bath Business Park, Roman Way, Peasedown St John, BA2 8SG

Key responsibilities

- Allocate work to team members to ensure KPI's and service level requirements are met.
- Manage team rotas, ensuring that the Virtual ward team always has adequate staffing levels, working with the Clinical Lead and following local and HCRG Care Group Policies.
- Monitor call and administrative activity, quality, and capacity, in accordance with local Standard Operating Procedures, and KPIs, acting where appropriate to address any issues. Ensure that referrals and queries are managed to the satisfaction of referrer and patient.
- Provide a first point of contact for escalation of queries, compliments, and complaints for the Virtual Ward. This may include colleagues, clinical services, stakeholders, patients, and members of the public.
- Deal with queries, compliments, and complaints professionally and promptly.
- Maintain data quality, ensuring that all information is promptly and accurately recorded in line with national regulations (e.g. Referral To Treatment targets).
- Keep up to date on local policies and any changes or updates to services and ensure that these are communicated to the team in a timely manner
- Contribute fully and constructively in team and multidisciplinary meetings, and, where necessary, chair these.
- Update and maintain team meeting logs, task trackers, and minutes in accordance with HCRG Care Group and Local Care Coordination Centre/Virtual Ward Standard Operating Procedures
- Provide telephone support as required.
- Complete quality audits and provide regular management reports.
- Ensure service Health and Safety checks are completed such as Fire
- Support the Management Team to develop, implement and maintain local Standard Operating Procedures.
- Support the Management Team in the transformation of the Virtual Ward.
- Complete performance feedback, coaching sessions, and training courses/workshops. Be receptive to and act upon feedback and coaching.
- Maintain appropriate knowledge of the Virtual Ward and associated services. Constantly strive to update and improve knowledge of HCRG Care Group services.
- Keep up to date on mandatory training such as Information Governance and Safeguarding.
- Provide feedback to your colleagues and Management Team to assist in the growth and evolution of HCRG Care Group.

- Raise risks in a timely manner to the Clinical Lead and report these following the HCRG Care Group policy.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder 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 company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Experience interacting with patients and/or customers.
- IT competent, including familiarity with Windows applications and Microsoft Office Packages.
- Able to convey information in a clear, concise, warm, and professional manner.
- Strong communication skills. Ability to work as part of a team and liaise appropriately with people of all levels.
- Ability to assess risk and operate with appropriate discretion.
- Strong organisational abilities.
- The skills and drive to support delivery of quality service.

Desirable

- Exposure to medical practice / healthcare environments and systems.
- Knowledge of national rules for NHS data capture (e.g. Referral to Treatment).
- Professional telephone experience.
- Experience working to targets.
- Knowledge of local services.
- Experience of person-centred planning.
- Previous team leadership experience.

Other requirements:

The Virtual Ward is currently operating **08:00 until 20:00 every day**. The post holder should have the ability support these extended working hours on a rota basis.

Job Description

Employee signature

Manager signature
