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| Job Title: | Wiltshire Hospital at Home Coordinator |
| Reports to (job title): | Head of Service |
| Line Manager to: | Hospital At Home Business Coordinator |
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## Job purpose

Providing in office administration of the Wiltshire .

1. To provide in office administration of the Virtual Frailty Ward, Urgent Community Response Team & hospital at home team and the services they provide.
2. To provide administrative support for the Consultant Practitioners for long term conditions.
3. Supporting the identification of Virtual ward for Frailty Caseload
4. Arrange and coordinate appointments
5. Coordinate the write up of outcomes and recommendations, ensuring the booking of future appointments virtually or face to face within the administrative team.

Base location

Beacon House, Devizes (with wider travel around Wiltshire)

This post is responsible for

* Work in partnership with local primary care, acute, and community colleagues to ensure effective triage, 'signposting,' and allocation of appointments, where appropriate, on the virtual ward round list.
* Document the notes from the virtual ward round MDT in SystmOne and send a summary to the responsible GP/Team.
* Ensure that all follow-up actions from the ward rounds are completed and arrange any necessary follow-up appointments, both virtually and in person.
* Collaborate closely with colleagues to support transformational changes while maintaining services and meeting key objectives.
* Perform the role efficiently and within set timeframes, always maintaining a patient-centered focus.
* Maintain positive relationships with key stakeholders, including patients and their carers, staff members, local GPs and practice staff, Community Service Managers, Heads of Operations, 3rd sector colleagues, commissioners, local hospital teams, and social care staff.
* Provide excellent support to the leadership of the Hospital at Home Team, acting as a role model for all team members.
* Where applicable, contribute ideas for team development and process improvements to enhance patient flow through the service, using data and experience.
* Collaborate with all team members to support opportunities for service development.
* Act as an ambassador for community services and HCRG.
* Stay informed about current issues and initiatives, supporting improvements and maintaining quality by noting exceptions and suggesting solutions/actions.
* Communicate effectively with all community services (UCR) to ensure a consistent approach to service delivery.
* Assist with rota writing and ongoing amendments.

## Key responsibilities

Patient Care

* Support in the initial triage for Hospital at Home eligibility, with a clear understanding of role boundaries.
* Demonstrate excellent interpersonal skills and effective communication with patients and stakeholders.
* Ensure all processes operate within applicable legal frameworks.
* Support patient monitoring via remote tools; escalate readings to clinicians in a timely manner.

Budget Responsibilities

* This post does not have any budgetary responsibilities

Responsibilities for People or Training

This post does have responsibility for staff management and training.

* Support an open and transparent culture within the team, which supports improvement and innovation.
* To always work in line with Trust policy and identify and support individual learning needs of team members escalating any needs as appropriate.
* Role model competency by maintaining own mandatory training requirements and professional development.
* To accurately maintain annual leave and sickness records.
* To assist the Advanced Clinical Practitioner(s) with rota planning and maintenance.
* To deal with requests for administrative support from the Virtual Frailty ward team / Hospital @ home team, Frailty Practitioners, including but not limited to requests for uniform, ID badges, training, etc

**Other Factors**

* Ability to drive and travel throughout Wiltshire and beyond.
* Regular VDU use and ability to concentrate on complex and demanding tasks, whilst taking the lead on governance in key critical areas.

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * 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](https://protect.checkpoint.com/v2/___https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ODVhZGU3MTVmMDEwNjZiMGMwNjc4MDliMzA1YmRjZTA6NjozZGY1OmI0ZjAxZmZkZGRjOGNlYmZjOTNmZTkwZjE2OTc1ODY0MGQ4M2Y3MTQyOTQwOTc3YWJmZDFiZDBmNmU2NjJkZjA6cDpUOk4) , [NHS Constitution](https://protect.checkpoint.com/v2/___http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ODVhZGU3MTVmMDEwNjZiMGMwNjc4MDliMzA1YmRjZTA6Njo0YzQ5OjNkZjcyNzgxMGQzYTNmOWVhODU2M2FjZjg3MjQwYTZmMzNhNmIxMTk2MWVlNTkxMjM5YzBmNmJiOTM0NzlmZmU6cDpUOk4) and [HSCIC Code of Practice on Confidential Information](https://protect.checkpoint.com/v2/___https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86ODVhZGU3MTVmMDEwNjZiMGMwNjc4MDliMzA1YmRjZTA6Njo3MjM2OjUyNGIwNTk4NDMxNzhkMjE0N2M3NDc5OTVhOThmMTdmZGRmZGM0NDMwNGU1NDk2MGEyNWFlYWFmOTE3N2Y5YmY6cDpUOk4) 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

* Administrative experience, within a healthcare setting.
* Educated to A level standard/NVQ Level 3 or equivalent
* Recent experience relevant to role
* Excellent all round knowledge of Microsoft Office
* Comprehensive knowledge of office procedures
* Previous administrative experience at a senior level
* Experience of working with minimal supervision
* Experience of multi-tasking and prioritising work
* Good communication skills
* Always puts patients first and is committed to improving patient experience
* A confident, credible and resilient individual.
* A highly motivated individual who is good at motivating others.
* Good interpersonal skills
* Credible team worker.
* Adaptable to take on new tests as when required.

Desirable

* ECDL or equivalent qualification

Other requirements:

* Car driver with business insurance
* Ability and willingness to travel across Wiltshire
* Willing to work in other areas as and when required to do so.

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| Employee signature |
| Manager signature |