

Job Description

Job Title: Operational Coordinator	Band: 5
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Accountable to:
Responsible for: Service Manager
Key Relationships with: - Internal: Head of Operations, Head of Nursing and Clinical Services, Clinical Delivery Group Leads, General Managers and Matrons, Service Managers, Clinicians, Ward Sisters, Patient Flow Managers, Finance Manager, HR Business Partner and other staff. External: Patients and Carers, CCG representatives, Social Services representatives

Key Responsibilities:

- Responsible for monitoring and assessing performance on a daily basis and where progression along the pathway is not in accordance with plan, take action to resolve the issue and when unable to do so to refer to Service Manager in a timely manner.
- To be responsible for overall management and co-ordination of service scheduling and performance of the CDG, review practices and processes to ensure that all areas are working efficiently and effectively.
- Responsible for ensuring patients have access to services within a pathway and that each component is met according to admitted and non-admitted targets.
- Responsible for ensuring that all aspects of the service are administered and supported to a high standard and systems and processes are in place to streamline the administration function.
- Accountable for analysing current performance and devising, developing and implementing changes in practice that deliver sustainable improvements in service, and support achievement of meeting key objectives in conjunction with the Service Manager.
- The Operational Coordinator will be required to produce monthly reports on current performance for the Service Manager highlighting areas of concerns and remedial action to be taken.
- Responsible for providing line management for designated administrative staff within Clinical Delivery Group this will include.
 - Ensuring all administrative staff adhere to Trust policy and procedures.
 - Responsible for ensuring that effective communications is maintained within the services and for keeping administrative staff up to date with Divisional performance. Take responsibility for cascading information to staff from Divisional Management and other sources, ensuring that appropriate training and instructions are given.
 - To hold and chair regular meetings with the Divisional administrative staff, listen to problems and ideas and take appropriate action to ensure a happy and pleasant working environment to help facilitate team working and resolve any issues raised.
 - The Operational Coordinator will role model the Trust core values and ensure that all administrative staff work in accordance with the Trust values and behaviours.
 - Responsible for maintaining Health & Safety

- Responsible for dealing with Disciplinary Matters, escalating to Operational Lead where required.
- Recording annual leave and arranging cover ensuring the service is maintained at all times.
- Record and monitor sickness absence and take appropriate action in accordance with the Health and Wellbeing policy.
- Conducting annual Appraisals, establishing and maintaining an effective personal development strategy and ensuring trust compliance is achieved and maintained.
- Provide comprehensive Induction and training to all new members of the team o Training and Development (as part of annual appraisals) and ensuring attendance on all mandatory training and updates such as VDU, manual handling, CPR, fire lectures, PAS/HISS, waiting list etc as well as ensuring Trust compliance is achieved and maintained.
- Ensure the efficient use of staff within budgetary constraints.
- Enable secretarial staff to resolve issues as the need arises and proactively encourage secretarial staff to
- To liaise closely with the Service Manager and HR Advisor regarding any line management, performance, attendance and conduct issues, and deal with according to Trust Policy
- Ensuring links of line management to the ward clerks in conjunction with the ward sisters and that inpatient coding is real time and up to date.
- The Operational Coordinator will be responsible for ensuring full utilisation of all clinical time, advising the Operational Lead in a timely manner where problems may occur.
- To support the CDG management team when required with patient flow management issues.
- Responsible for Validation of all waiting lists (inpatient and outpatient) to support service delivery.
- Respond to any patient complaints pertaining to admin and clerical issues and ensure lessons are learnt and action plans put in place.
- Provide Datix reports for own area and monitor trends and incidences within own service and ensure these directly link to matrons/operational leads.
- Responsible for ensuring Datix and complaints are investigated and responded to (via matron) within required timeframe. Ensure any relevant actions required following Datix/complaints are implemented and reviewed.
- Be aware of and adhere to all data quality standards within schedule 3.4 including clinic typing and turnaround, discharge letters, choose and book ensuring that appropriate action is taken to resolve any areas of non-compliance.
- Liaise closely with Patient Flow Managers, Patient Pathway Coordinators, Service Managers, Ward Sisters and Matrons to expedite patient pathways as required.
- To be responsible for ensuring that all medical staffing activities and information requirements are delivered such as junior doctors monitoring arrangements, Rota's for doctors and medical staffing, Junior Doctors Induction, sickness absence reporting and leave management highlighting capacity issues to the Operational lead.
- Accountable for managing resources within delegated budget and authorise and monitor all expenditure within delegated limits and in line with budgetary constraints and identifying any areas of cost improvement.

- Managing administrative workloads, delegating appropriate work and ensuring clinical work is dealt with as necessary, i.e., in date order, or by clinical priority as required.
- Design and implementation of staffing rotas to ensure adequate cover at all times to meet the demands of the service.
- Ensure that office equipment is procured, and stock levels maintained across all directorate secretariat offices.
- May be required to attend Clinical Delivery Group meetings ensuring that notes are taken and disseminated to in a timely manner.
- To continually review skill mix and new ways of working to meet service needs and provide a flexible workforce to meet the changing demands of service introducing new technologies to improve efficiencies.
- To take forward directorate modernisation objectives in relation to the secretarial services including redesigning processes/policies to incorporate new models of working in line with patient booking etc
- Work across the Division to equalise work volumes if necessary and will be required to provide cover for other Divisional Operational Co-ordinators during periods of annual leave and sickness etc.
- Deputise for the Service Manager as required at Divisional performance meetings

General

- As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).
- If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available on the Intranet site) at all times.
- To be responsible and accountable for ensuring that all staff under your direction comply with Trust Infection Control policies and clinical guidelines.
- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To conduct annual Performance Development Reviews, incorporating talent management reviews (if applicable) and progress reviews for staff in your charge and, through this process, identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Ensure that Departmental Induction training and all necessary training to meet health and safety and statutory requirements is in place and is appropriately reviewed.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk and North Essex NHS Foundation Trust's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety and will be required to work within the policies and procedures laid down by East Suffolk and North Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Date:

Person Specification

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Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Previous experience of managing staff. • Proven ability to achieve objectives. • Working to short time scales and meeting deadlines. • Working in a multidisciplinary environment. • Dealing with patients and handling difficult situations 	<ul style="list-style-type: none"> • Previous experience of managing staff within the NHS. • Previous medical secretary experience
Qualifications	<ul style="list-style-type: none"> • Management/Business/Administration degree or proven management experience at equivalent level. • leadership courses/ qualification or commitment to work towards 	<ul style="list-style-type: none"> • Prince 2 or project management course

Knowledge	<ul style="list-style-type: none"> • Wider knowledge of DOH and NHS • Knowledge of performance management • Knowledge and expertise in all Microsoft applications. • Lean thinking/principles 	<ul style="list-style-type: none"> • NHS IT systems
Personal Skills	<ul style="list-style-type: none"> • Excellent communications skills both verbal and written. • Self-motivator and self-starter • Ability to empower and motivate others, • Ability to work on own and as part of a team. • Able to manage own workload. • Able to work well under pressure. • Ability to problem solve. • Able to prioritise own workloads and deal with conflicting demands. • Effective in conflict management and resolution • Able to establish working relationships 	