

Job Description

Job Title	Pulmonary Rehabilitation Pathway Co-ordinator Post
Salary Band	Band 4
Division/Service Line	Countywide Community Respiratory Team
Department	Community Respiratory Team

Job Overview

This is an exciting new post, streamlining the pulmonary rehabilitation (PR) service pathway across the county.

The aim of this post will be to increase the uptake and completion of PR by ensuring high quality, appropriate referrals are received, providing a personalised care approach to rehabilitation for people living with a long-term lung condition and sign posting to living well and self-care/management choices where appropriate.

This post is aligned with the PR transformational funding from NHSE.

You will work closely with the North and East, Mid and West respiratory teams and understand the PR offer provided in each area. You will have a broad knowledge of the PCN social prescribing services that will connect patients to services and support that will enable them to maintain their health and wellbeing, or support behaviour change to achieve a healthy lifestyle.

This post will co-ordinate all PR referrals received for the countywide services.

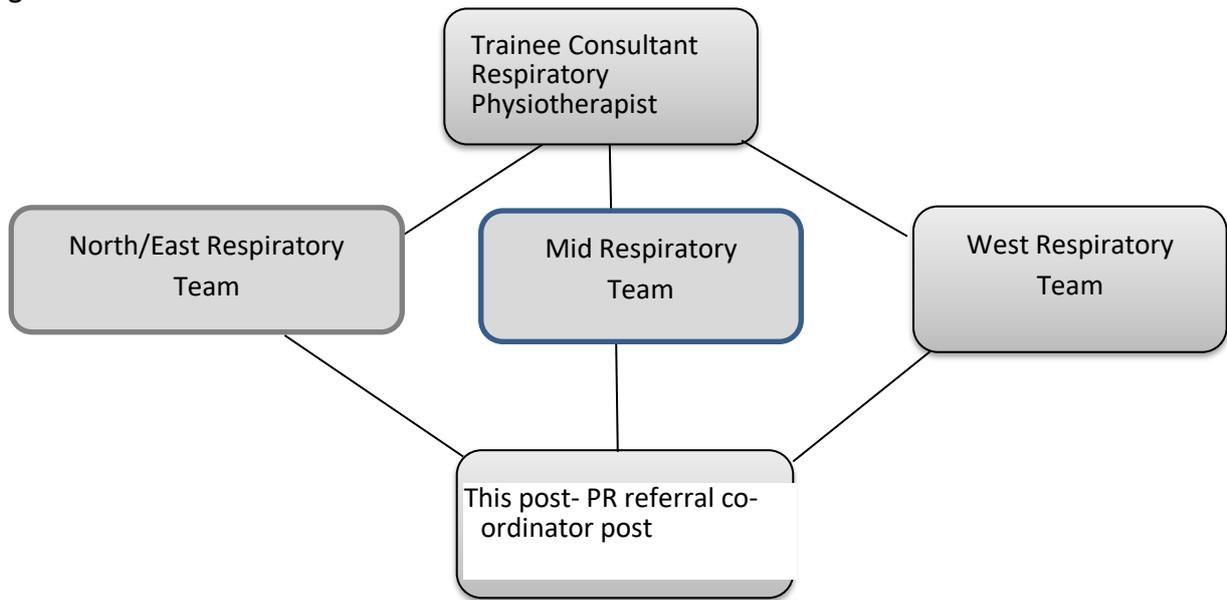
The PR Referral Coordinator will ensure that patient's rehabilitation needs are addressed, based on the referral, and coordinate their onward care in the most timely and effective way, utilising all the available resources. You will obtain additional information, as required, from primary care to ensure their rehabilitation pathway is timely and minimising potential delays.

The post holder will maintain communications with the teams and referrer of any problems regarding the PR referral, providing updates +/- solutions.

The Case Coordinator will liaise with other agencies and departments, to provide efficient and effective communication to expedite the PR rehabilitation pathway.

The post holder will be required to work effectively to achieve targets in a busy environment. The post holder will have an excellent working knowledge of Microsoft applications (i.e. Word, Excel, etc)

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- To provide a professional and supportive approach to all staff and other visiting professionals.
- Communicate and negotiate effectively with all members of the multi-agency team i.e., health, social care, care providers and voluntary sector.
- Communicate sensitive information with patients or carers which requires diplomacy and address any barriers to understanding.
- Be able to manage a variety of complex situations as they arise.
- To collate and organise information required to support the PR assurance calls with NHSE.
- To be able to use motivational interviewing techniques/coaching to enable change and self-management with people living with a long-term lung condition.

Management and Personal Development

- To update skills and knowledge as the role demands and any other duties as may be required.
- Accident / Incident / Near miss reporting.
- To promote, monitor and maintain best practice in Health, Safety & Security.
- Support equality and diversity, in accordance with Trust policy.
- Maintain and improve quality in own work and encourage others to do so, identifying training needs.
- Coordinate the PR referral pathway for people living with a long-term lung condition.
- To support staff/MDT to complete the appropriate referral process for PR within Cornwall.
- Advising staff on reporting any safeguarding issues, taking appropriate immediate action and risk management, completing the appropriate paperwork as needed.
- Good problem-solving skills, ability to think creatively to increase the uptake and completion of PR.
- Sound understanding of confidentiality and ability to manage sensitive information.
- Be Self-motivated and work without supervision to achieve agreed targets.
- Negotiating to optimise service provision for the service user.
- Ability to prioritise own workload, manage time, resources of self to deliver an excellent quality service.
- Collection and recording of reasons for declining PR and updating the refer.
- Support new/junior staff with their development or help them complete their work requirements effectively.

Strategic Development, Planning and Organising

- To act as a referral coordinator and navigator for patients referred to PR.
- Organise and maintain knowledge and information resources and be able to provide staff with information specific to the patients you are progressing.
- Progress patients through the system efficiently, maximising capacity within available services, highlighting priority referrals for PR.
- Awareness of Infection control procedures in acute/community hospitals and community settings according to CFT policy.
- Actively involved in facilitating and contributing to meetings to enhance clinical care delivered by community services.
- To update RIO notes and PR wait list Excel sheets for each locality.
- To assist with the collation of information required for the PR assurance calls with NHSE.
- Prioritise conflicting arrangements and re-arrange as required.
- Contribute to the improvement of the services.

Administrative

- Excellent written and verbal communication skills.
- Thoroughness of attention to detail required.
- To deal with telephone enquiries, confidential and sometimes complex, with direction from the community respiratory teams.
- To inform and liaise with appropriate persons of patient admission/discharge, forwarding any correspondence and reports to appropriate team.

IT Systems and Processes

- Computer literate.
- Ensure electronic referrals systems and electronic patient records are accurate and comply with the Record Keeping Policy.
- Knowledge of various IT systems, email, RIO, Maxims, SERS, Excel, Word, Power Point, electronic communication platforms, e.g., Microsoft Teams.
- Update various databases/spreadsheets to ensure up to date information stored to provide snapshot of performance.
- Collate and send weekly /monthly returns of information relating to PR referrals.

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required 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. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under

review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This 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, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

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Salary Band	Band 4
Division/Service Line	Countywide Community Respiratory Team
Department	Community Respiratory Team

Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
Level 4 qualification in administration, health or social care, or equivalent knowledge or experience	✓	
Sound administrative experience	✓	
Knowledge of Microsoft Office Applications	✓	
To have worked independently without direct supervision	✓	
ECDL		✓
Relevant experience within the Health Service		✓
Experience of Human Resources administration would be advantageous		✓
<i>Skills and Aptitude</i>		
Excellent verbal and written communication skills	✓	
Customer Care	✓	
Highly developed organisational skills	✓	
Good problem-solving skills	✓	
Knowledge of data protection/confidentiality	✓	
Presentation skills		✓
Knowledge of health-related systems, e.g. RIO		✓
Negotiation skills	✓	
<i>Knowledge and abilities</i>		
Ability to work with colleagues, patients and carers who may have communication and cognitive problems	✓	
Ability to prioritise workload	✓	

Ability to work independently	✓	
Sound decision making	✓	
<i>Personal Qualities</i>		
Willingness to undertake further training	✓	
Time management skills	✓	
Keen, enthusiastic, well-motivated	✓	
Flexible approach to working	✓	
Understanding of need for confidentiality	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		