



ONCOLOGY AND HAEMATOLOGY SERVICE CO-ORDINATOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

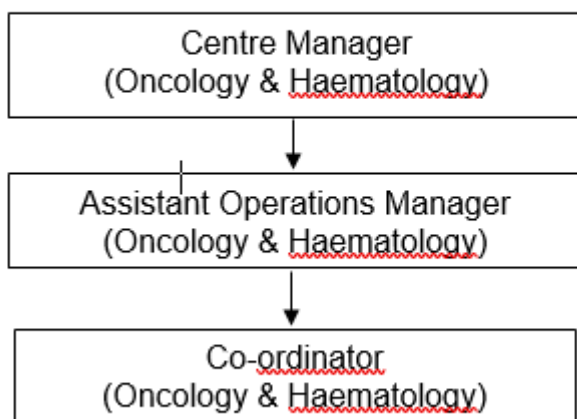
Job Title	Oncology & Haematology Service Co-ordinator
Band	Band 5
Directorate	Service Delivery Directorate
Accountable to	Centre Manager
DBS Required?	None

JOB PURPOSE

1. The Co-Ordinator will assist the Centre Management Team in the daily operational management of the Centre, ensuring the smooth delivery of a quality patient focused service.
2. To assist with the provision of all patient services in the Centre as requested by the management team. The position reports to the Operations Manager who manages performance of inpatients, day case and outpatient services as per locally and nationally agreed objectives, targets, quality standards, controls, and resource constraints.

3. To provide leadership and management for the day to day running of the Administrative and Clerical team (A&C team) within the Oncology & Haematology Centre.

Organisational Chart



Main Duties and Responsibilities

Performance Management

- In agreement with the Operations Manager, develop and monitor key performance indicators to monitor the performance of services across the Centre. This will include working and engaging with the clinical team to develop service standards and targets.
- Monitor performance of the Service against its agreed objectives, taking corrective action where necessary.
- Assist the Operations Manager to review the quality of the services on an ongoing basis, ensuring that regular audits of user satisfaction are undertaken.
- Prepare and provide regular, timely and accurate information to the Centre Manager and Operations Manager using appropriate analytical and presentation techniques using data extracted from the Trust's patient-based information systems.
- In collaboration with the Operations Manager, make suggestions to design, develop and maintain information reporting systems, databases and query tools required to support the Trust.
- Maximise the use of Information technology Systems, constantly seeking new and improved ways to provide information by analysing and acting on information to proactively manage and maintain NHS targets.

Information and Communication

- Use IT software and information management data on a regular basis, creating and developing reports to support self-improvement and performance among clinical teams.
- To support the Operations Manager with the chemotherapy e-prescribing system (Aria). Adopt the role of a 'super user' and ensure the Centre workforce are trained and have access to the system as required.
- To ensure, with the Operations Manager, that effective communication takes place within the Centre in order that staff are regularly briefed about matters affecting themselves, the Centre and the Trust as appropriate.
- To assist and make recommendations on any changes to the Centre's information systems.
- To bring to the attention of the Operations Manager any issues which will impact on service provision.
- To take on and manage any specific projects for the Centre as requested.
- The post holder is expected to contact patients directly regarding sensitive matters, providing non-clinical advice in relation to appointments and treatment dates.

Environment

- Be aware of physical effort with regard to sitting for long periods.
- There is a frequent requirement for concentration where the work pattern is predictable and occasional requirement for prolonged concentration.
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
- Responsible for the safe evacuation of clerical / secretarial / patients and carers in reception accordance with the local / Trust fire guidelines.

General

- To take personal responsibility for professional self-development with regard to keeping up to date with computer software and NHS issues.
- To perform all duties in line with the Trust's Equal Opportunities Policy.
- Comply at all times with the requirements of the Health & Safety Regulations and take responsibility for the health, safety and welfare of colleagues, patients and visitors.
- Ensure confidentiality on all matters obtained during the course of employment.
- Implement and adhere to agreed policies, procedures, protocols, including national initiatives and proposed changes on improvements to departmental working practices.

- To ensure clinical risks are identified, reported, and managed within the Centre and adhere to Trust Clinical Governance Policies

Physical, Mental and Emotional Demands of the Post

- Occasional analysis of a range of information in order to identify trends or highlight potential issues.
- Occasional exposure to verbal aggression.
- There will be occasional exposure to distressing or emotional circumstances.
- Contact with distressed and terminally ill patients.

Working Conditions

- To work in normal office conditions, including regular VDU work.
- To travel occasionally between all Trust sites.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Educated to degree level or equivalent knowledge, skills and experience. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of working in a financial or performance field would be an advantage. • Experience in producing reports using IT software and analytical analysis. • Ability to analyse complex problems and to develop practical and workable solutions to address them. • Ability to think and plan tactically and creatively. • Ability to manage and deliver deadlines within existing resources. • A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Experience of project management and coordination skills.• IT literate with ability to use all Microsoft Office applications.• Well-developed influencing skills with the ability to motivate and involve individuals and teams.• A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals.• Demonstrable inter-personal and communications skills.• Excellent customer service skills.• High level of work organisation/prioritisation, self-motivation, drive for performance and improvement and flexibility in approach and attitude.• Strong sense of commitment to openness, honesty, and integrity in undertaking the role.• Self-motivated and demonstrating an ability to act independently.	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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[Getting to The Princess Royal Hospital](#)