



JOB DESCRIPTION RJAHA 1191

Job Details

Job Title: Orthotic Co-Ordinator Pay Band: Band 4 Department/Ward: Orthotics at SaTH Hours of Work: 37.5 hours per week Essential Qualifications: Previous Administrator experience Significant previous admin experience IT experience including Office 365

Organisational Arrangements

Accountable to:

1. Orthotic Administrative Services Manager

Our Vision, Mission, and Cultural Characteristics

At Robert Jones and Agnes Hunt Orthopaedic Hospital we welcome talented people who align to our Core Purpose, Values and Cultural Characteristics. It is only through attracting, recruiting and continually developing talented staff that live these behaviours in their day-to-day activities that we can realise our Mission, and achieve our Vision.

Our Mission: *Caring for Patients, Caring for Staff, Caring for Finances*

Our Vision: *Aspiring to deliver World Class Orthotic Patient Care*

Cultural Characteristics:

1. *We respect people for their skills and devotion. Not their grade.*
2. *Patient need over rules process.*
3. *We choose positivity (we look for strength before weaknesses).*
4. *The person who knows most about something can get on with it.*
5. *Being humble is a sign of greatness, not weakness.*
6. *People are aware of – and manage – the impact they have on others.*
7. *We are honest and transparent in our dealings with each other.*
8. *If we see a problem we can fix it, if we see an opportunity we can grasp it.*
9. *We strive constantly to make things better for our patients, ourselves, and the hospital.*
10. *We know that our differences are valuable – we do not believe that our differences make us superior or inferior.*
11. *We are do-ers not bystanders if we see something we do not like we say so (and do something about it), and if we see something we do like, we say so.*

ROLE PURPOSE

The Orthotic Administrative Co-Ordinator is accountable for the day-to-day running of administrative services to support and meet the on-going needs of Orthotic clinical services throughout the SaTH sites, aspiring to deliver an outstanding service to patients on behalf of the Trust.

Whilst Orthotic Co-Ordinator will be empowered to evolve and improve both personally and professionally, it is the daily responsibility of the Service Supervisor to ensure that such standards are met and maintained on behalf of the Trust, for the benefit of our patients.

The Orthotic Administrative Co-Ordinator will be the first line training support, be that in respect of new administration staff into the Trust, remedial training or within allocated training days as designated within the department by Orthotic management.

The Orthotic Administrative Co-Ordinator will be required to produce accurate activity data reporting requirements at the request of the Administration Manager

The Orthotic Co-Ordinator will also be required to deputise for the Orthotics Administrative Services Manager in times of absence.

The Orthotic Administrative Co-Ordinator will provide the Administration Manager with a comprehensive update in their absence, and escalate if required to the necessary person, Clinical Lead or Orthotic Service Manager

The Orthotic Administrative Co-Ordinator will be the 1st point of contact/Buddy for new entrants into the Admin Team, they will train and develop all new entrants.

The Orthotic Administrative Co-Ordinator will not implement any change to the Department or staffing without prior agreement from the Administration Manager or Orthotics Service Manager

In the absence of the Orthotics Administration Manager the Orthotics Administrative CoOrdinator will have Site responsibility, ensuring that the site remains secure and a safe working environment, with any issues being escalated through the necessary channels.

The Orthotic Administrative Co-Ordinator will be responsible for maintaining clinical rotas, ensuring accuracy when changes occur

The Orthotic Administrative Co-Ordinator will provide support and guidance to all areas of the Orthotic Department and will liaise with all Trust departments such as Validation to ensure data communication is fulfilled.

In conjunction with the Orthotic Administrative Services Manager, Co-Ordinators will undertake supervision in managing Orthotic waiting lists, RTT and queries effectively.

The Co-Ordinators will be required to work on their own initiative, guided by the relevant policies and procedures but with discretion within these boundaries to determine the appropriate course of action.

CO-ORDINATORS RESPONSIBILITIES

The post holder will:

1. Ensure professional, equitable delivery of supervision within the departmental administrative workforce. Ensuring all aspects of their own work is completed to the highest standard in a timely manner, both, for the purposes of Orthotic practice and outstanding patient service.
2. Supervise and co-ordinate Orthotic demands and needs across SaTH sites to ensure staffing structure and patient care are as a Service, providing outstanding treatment and care.
3. Pro-active supervision of the Orthotic waiting list, ensuring compliance and appropriate action for RTT pathways. Prioritisation of urgent/high and treatment for clinically urgent in and outpatients.
4. Management of in-patient Ward activity daily, escalating concerns of patient wellbeing where identified. Providing validation and activity of all inpatient data and submitting in a timely manner to the RJAH finance team, monthly. Manages own workload within established parameters
5. Liaise with Orthotics and Trust Management teams (inc Consultants and Secretaries where applicable) to ensure all aspects of service delivery is carried out in accordance with NHS guidelines. This will include supervision of daily clinic routine and an awareness of the escalation process if required.
6. Pro-actively supervise, engage, and empathise with departmental or Trust staff who may require support or guidance daily where applicable.
7. Supervision of both specialised and non-specialised Orthotic clinics for most efficient clinic utilisation, ensuring continuous review and improvement for the benefit of department and Trust but primarily our patients.
8. Supervision and daily engagement with the Orthotics Ordering database to ensure all Service Orders are processed in a timely manner, resolving any discrepancies that may occur in a timely efficient manner.
9. Provide guidance and support to other departments such as Access or Validation in managing key projects or timelines to ensure RTT and all patients follow ups are managed accordingly with Trust timelines and policy.
10. Ensure compliance of all referrals received against Shropshire CCG's Orthotics access policy and return any to the initial referrer, when non-compliant.
11. Responsibility in the management of 7A1 and other funding queries including direct liaison with the Orthotic Services Lead and RJAH finance dept.

12. Continuous monitoring and engagement with all specialised clinics to ensure maximum clinic utilisation in the interests of both waiting list and patient supervision.
13. Cross cover with other Orthotic admin services supervisors and Co-ordinators, sharing responsibilities across all Orthotics locations as and when necessary, by your line manager.
14. To advise and support where applicable, other departmental administrative Coordinator in aspects of daily performance management including sickness, conduct and capability.
15. Ensure all information is secure, always maintaining confidentiality of information.
16. Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy.
17. Management and production of Terms of References (TORs), as evidence of departmental/team activities.
18. Management of staff buy in and commitment to the professional image of the Trust, Trust values and Core mission.

ROLE RESPONSIBILITIES

The post holder will:

19. In conjunction with the Orthotic Administration Manager foster and maintain an appropriate, robust, and sustainable Orthotic administrative service, ensuring appropriate supervision through implementation of staff rotas for all the admin coordinators, including supervision for leave and sickness to ensure continued service and awareness for all Orthotic clinic and service queries.
20. Promote a culture of professional and personal learning and development for continuous improvement and best practice, ensuring improved patient care, more motivated flexible staff with reduced costs an aim within department, thus benefitting both patient and Trust.
21. Investigate and manage patient complaints, ensuring the Admin Service Manager and Service Lead are informed.
22. Conduct weekly supervision on clinic utilisation, waiting times, DNA figures for continuous review and improvement for patients, department, and Trust.
23. Provide guidance and support to other departments such as Access or Validation in managing key projects or timelines to ensure RTT and all patients follow ups are managed accordingly with Trust timelines and policy.

24. Retain accountability for the overall management of administrative services and associated resources, primarily for the department but also for Trust and patients.
25. Cross cover with another Orthotic admin services supervisors, sharing responsibilities across all Orthotics locations as and when necessary, as directed by line management.
26. To coach, mentor, advise and support other administrative supervisors if needed, in aspects of performance management including sickness, conduct and capability management.
27. Ensure all information is secure and confidentiality of information and data is always maintained.
28. Provide excellent customer care which may include providing / receiving complex and sensitive information, with distressed and anxious patients and relatives, treating them with tact and empathy.
29. Ensure the professional image of the Trust and Trust values are always maintained.
30. There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time. There is in addition a large amount of manual handling requiring physical effort.
31. Frequent requirement for Concentration with an unpredictable work pattern.
32. Requirement to use VDU equipment for a continuous period.

GENERAL FUNCTIONS

33. Use multiple computer systems as required within the department such as PAS, NHS e-referrals, Careflow or Sharepoint to manage patient care.
34. Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS, Careflow in line with Trust Information policies.
35. Maintain health records and patient files in line with Trust Health Records Policy.

SERVICE DELIVERY AND IMPROVEMENT

36. Maintain health records and patient files in line with Trust Health Records Policy.
37. On-going review and development of the administrative service to best meet the needs of patients with reference to the Trust's strategic direction.
38. Lead on administrative change across multiple specialties.
39. Plan and execution of service development projects with complex issues and multiple interdependencies.

46. Anticipate potential issues arising from service development and taking appropriate action to mitigate them.
47. Devise new ways of working, including the initiation and development of Standard Operating Procedures.
48. Support effective workforce planning to ensure the Trust has an administrative workforce aligned to its strategic objectives.
49. Accountable for the development and delivery of specific projects as required by the Trust.
50. Effective engagement with stakeholders during the development and implementation of specific projects.
51. Coordination of complaint responses related to administrative services, including meeting patients and relatives as and when required.
52. Development and execution of action plans in response to patient complaints.
53. Coordination of investigations into clinical incidents related to administrative issues and the development of action plans arising from those investigations.
54. Ensure that appropriate risk assessments are undertaken and acted upon for administrative services within the function.
55. Be the local expert for the function in matters relating to information governance.
56. Maintain an up-to-date knowledge of HR policies and their impact on staff.
57. Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
58. Lead on developing processes within the department to meet the demands of a growing service.
59. Contribute to audits regarding departmental procedures.
60. Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.

COMMUNICATION

61. Make and receive telephone calls both external and internal according to Trust standards.
62. Communicate effectively including oral discussion and written communication.
63. Proactively manage email communication in line with the Trust guidance.
64. Provide excellent customer care, in a calm and professional manner – some situations may be difficult and challenging.
65. Organise and/or support team meetings through effective communication.

GOVERNANCE

66. Undertake training as required to maintain competency/comply with Trust policies.
67. Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
68. Adhere to the Trust Access Policy, Health Records Policy and Key Performance Indicators, government targets and standard operational policies and procedures.

RESOURCE/FINANCE MANAGEMENT

69. Accountability for the effective management of administrative budgets within Trust objectives.

70. Ensure robust mechanisms for the timely and cost-effective procurement of equipment and consumables for administrative services.
71. Provide cover in periods of absence as directed by department manager, this may involve moving to other areas.
72. Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service.

RISK MANAGEMENT & GOOD PRACTICE

73. Risk Management involves all staff identifying circumstances and practices which put patients at risk of harm, and then acting to both prevent and control these risks.
74. Staff are required to improve the quality of care by identifying, reporting and analysing actual and potential adverse events through the trust's Clinical Incident Reporting system.
75. Central to every clinician's practice should be the control and reduction of risk by changing clinical and organisational practice to eliminate or reduce adverse events.
76. All clinical staff are required to familiarise themselves with the Trust's Clinical Risk Management Strategy and all other Clinical Risk policies and guidelines, including the Trust's Complaints Procedure. (These documents are available on the Trust's Intranet Site).

RISK MANAGEMENT AND HEALTH AND SAFETY

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by employee's acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

This requires the following:

77. Compliance with the Health and Safety at Work etc Act 1974 and the Management of Health and Safety Regulations 1999 and any other relevant safety regulation.
78. Being familiar with and following the provisions of the Trust's Health and Safety Policy and all other policies, procedures, and safety rules of the Trust and your specific workplace
79. Co-operating with all measures the Trust takes to maintain a safe working environment. This includes using manual handling equipment, wearing personal protective equipment, etc.
80. Compliance with all instruction and training given by members of the Trust relating to health and safety.

81. Bringing to the attention of the Trust any situation considered to be a serious and imminent danger; also reporting any other perceived shortcoming in the Trust's health & safety arrangements.

INFECTION CONTROL

It is the responsibility of all staff, in accordance with The Health Act 2006, to:

82. Ensure high standards of hand hygiene and that good practices in infection control are promoted and maintained in their area of control
83. Co-operate with all efforts to reduce and/or eliminate the risk of spread of undesirable/infectious organisms
84. Adhere to the appropriate policies regarding screening, admission, and transfer of potentially infectious patients
85. Report to their Manager and Occupational Health all incidents of sharps injuries where the sharp is contaminated with blood or serum.
86. Participate in any screening programmes initiated by the Director of Infection Prevention and Control
87. Protect the health and safety of patients and other staff by informing their manager and/or Occupational Health before reporting to work with transmissible harmful/potentially harmful conditions

CONFIDENTIALITY AND INFORMATION SECURITY

As a Trust employee, you are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. This duty lasts indefinitely and will continue after you leave the Trust employment. Please ensure that you are aware of, and adhere to, the standards described in the Trust's Confidentiality Policy as you are required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and the practice business and this obligation shall continue indefinitely.

A breach of this requirement will be regarded as gross misconduct and as such will be grounds for dismissal, subject to the provision of the disciplinary procedure."

This does not affect your rights and obligations under the Trust's Openness Policy.

RECORDS MANAGEMENT

As an employee of the Trust, you have a legal responsibility for all records (e.g. including patient records, financial, personal and administrative) that you create or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, videotapes, or x ray images etc. All such records are considered public records (under the Public Records Act 1958). You must consult your manager if you have any doubt as to the correct management of the records with which you work.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during your duties, you should immediately speak to your line manager/supervisor.

SAFEGUARDING CHILDREN AND ADULTS

The Robert Jones and Agnes Hunt NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by: -

- 1) Attending mandatory training on Safeguarding children and adults.
- 2) Being familiar with the individual and Trust requirements under relevant legislation. 3) Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.
- 4) Reporting any concerns to the appropriate manager or authority

GENERAL

This job description does not attempt to describe all the tasks the post holder will undertake. It does indicate the degree of authority, range of duties covered, and the flexibility required for the job.

This job description may be amended in consultation with the post holder as developments evolve, and as part of the appraisal process.

You have a responsibility for ensuring that you are committed to maintaining a high-quality service to patients by continual development of practice in the light of research evidence, National Service Frameworks, NICE Guidance and Clinical Guidance and by audit against clinically relevant standards.

To suggest and implement improvements to services, exercising professional responsibility, including lifelong learning within an open "no-blame culture".

To promote equality and value diversity.

Prepared by/Reviewed by
Prepared/Reviewed date

Michelle Craig
2nd January 2024

Organisational Chart for RJAH Orthotics Staff based at SaTH

Jane Dewsbury
Orthotics Service Manager



Michelle Craig
Orthotics Administration Manager for SaTH



RSH ADMIN CO-ORDINATORS	PRH ADMIN CO-ORDINATORS
FT VACANCY	FT ALISON OWEN
PT TRACY SCOTT	PT NICOLA GOUGH
FTC DONNA JACKSON	PT BLAIR BISHOP

PERSON SPECIFICATION FOR THE POST OF ORTHOTICS ADMINISTRATOR CO-ORDINATOR

Criteria	Essential Requirements	Desirable Requirements	Evidenced by
<p>Qualifications/Training</p> <p>Looking for NVQ L3 in Business Administration, e.g. higher diploma, foundation degree, higher education.</p>	<ul style="list-style-type: none"> • Diploma/NVQ level 3 in an administrative subject or able to demonstrate knowledge and experience of a range of administrative procedures and policies acquired through training and experience • Supervisory/Management certificate/qualification 	<ul style="list-style-type: none"> • Educated to degree level or possessing equivalent experience • Knowledge of Governance issues. 	<ul style="list-style-type: none"> • Application Form • Formal interview • Certificates – verified and copies of originals taken for personal file
<p>Experience</p>	<ul style="list-style-type: none"> • Working in an NHS/clinical environment • Supervision and the development of staff • Supervision of administrative functions within a large complex organisation • Supervision of sickness absence and conduction of performance or capability investigations 	<ul style="list-style-type: none"> • Proven performance supervision of services and delivery of targets within set timescales • Experience of service improvement, waiting list management and demand & capacity planning 	<ul style="list-style-type: none"> • Application form • Interview • References

<p>Skills and Competencies</p>	<ul style="list-style-type: none"> • Excellent planning & organisational skills • Ability to prioritise workload to respond to changing demand • Ability to liaise and communicate with staff at all levels • Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives • Ability to handle complex enquiries - distressed & anxious patients • Ability to deal with challenging behaviour • Ability to provide excellent customer care • Knowledge of IT systems including MS Office and patient management systems • Analytical skills & ability to problem solve • Proven strong administration skills • Excellent telephone manner • Knowledge of Trust procedures • Able to work independently, with minimum supervision • Proven ability to motivate staff and encourage teamwork • Ability to coach and mentor others • Ability to effectively supervise staff on a day-to-day basis • Ability to effectively performance manage staff • 	<ul style="list-style-type: none"> • Understanding of the basics of finance and health and safety 	<ul style="list-style-type: none"> • Application form • Interview • References • Recruitment competency test
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	<ul style="list-style-type: none"> • Ability to engage and influence staff within their area of responsibility • Ability to deal with members of a multi-disciplinary team • Thorough understanding of NHS performance targets • Knowledge of patient flow • Knowledge of Trust procedures • Keyboard Skills, (and any other physical skills required) 		
<p>Knowledge (including specialist or technical knowledge required)</p>	<ul style="list-style-type: none"> • Practical knowledge of change management • Knowledge of NHS targets specifically RTT • Working knowledge of Key Performance Indicators (KPIs) • Able to interpret information, analyse and present information according to need; and use for comparison, planning, monitoring, and improvement. • Knowledge of NHS IT systems, specifically Patient Administration System (PAS) • Strong IT skills - Microsoft Applications such as Excel/Outlook/Word/ • Operational management 	<ul style="list-style-type: none"> • Understanding of NHS Performance systems • Knowledge of Monitor / CQC and Data Information requirements 	<ul style="list-style-type: none"> • • Application form • Interview- e.g. scenario questions References

Personal Qualities & Trust Values	To exemplify the Trust Values: Friendly – patients, colleagues, public are always put at ease and made welcome Excellence – ensure the care we deliver has great outcomes for patients	<ul style="list-style-type: none"> • Excellent political awareness and sensitivity • Willingness to undergo further training and development 	<ul style="list-style-type: none"> • • Application Form • Interview • References
	<p>Caring - put the patient first and be considerate of their needs</p> <p>Professional - apply high professional standards to your role</p> <p>Respect - for patients and each other</p> <ul style="list-style-type: none"> • Influencing skills • Excellent interpersonal and communication skills, both written and verbal • Ability to gain respect and credibility with senior colleagues • Ability to prioritise own time, and effective at workload management • Highly motivated with the ability to motivate others • Team player • Robust emotional attitude to competing work demands, change management requirements and tight time schedules • Strong drive for results • Flexible and reliable and uses initiative • Comfortable proposing changes to own team processes 		

