



The Manor Surgery

Virtual Ward Coordinator

Oxford City Primary Care – OX3+ Primary Care Network

We are looking to recruit an experienced administrator to coordinate our cross-PCN virtual ward. You will work closely with the GPs and practice teams to manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and also ensuring that their changing needs are addressed.

The role requires a caring, dedicated, reliable and person-focused individual who enjoys working with a wide range of people. You will also need to have good written and verbal communication skills and strong organisational and time management skills. We are looking for highly motivated and proactive applicants with a flexible 'can-do' attitude who will be committed to providing patients and carers with high quality support.

A competitive salary will be offered to reflect the successful candidate's experience and qualifications.

How to apply: Please submit a CV and covering letter manorsurgery.hr@nhs.net. This job advert will close as soon as sufficient applications have been received. Please apply for this job as soon as you can, if interested.

For further information and/or to arrange an informal discussion about the role, please contact Tracy Meeson on 01865 762535 or by email at manorsurgery.hr@nhs.net

Job Description

Job Title: Virtual Ward Coordinator
Responsible to: Virtual Ward Service Manager
Hours: Ideally full-time, Monday to Friday

Key responsibilities:

The duties and responsibilities may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Service Manager, dependent on current and evolving practice workload and staffing levels:

- To put systems in place to identify patients who are elderly, frail or who have long term health needs and support
- To manage a virtual ward of the highest need patients, ensuring their progress and welfare is regularly checked and update patient records with details
- To co-ordinate care plans, making sure actions are completed by health care professionals
- To signpost to the relevant members of the practice and PCN teams and outside organisations as appropriate

- To contact patients following hospital discharge to offer help or support and reduce the risk of loss of independence
- To ensure systems are in place to monitor those at risk of increased hospital admissions and A&E attendances
- To follow up on communications from out of hospital and in-patient services regarding changes in condition of patients to support the practice to respond proactively to potentially unmet needs
- To coordinate, attend and provide administrative support for MDT meetings. To disseminate information from these meetings to others as necessary
- To coordinate visits or arrange appointments for patient's on the caseload
- To maintain accurate and up to date records of patient contacts, entering notes onto EMIS
- To liaise with primary, secondary and specialist care services as required
- To ensure information regarding unresolved matters is handed over to colleagues
- To check and respond regularly to tasks, emails and notifications
- To attend meetings and training sessions as required
- Any other duties as reasonably required

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

This job description is not exhaustive and is intended to be an outline only. Changes may be made by agreement at any time.

Person Specification		
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Specification	Essential	Desirable
Qualifications		
Educated to degree level in healthcare or related area		ü
High standard of education with excellent literacy and numeracy skills	ü	
Experience		
Experience of working in the NHS with knowledge and understanding of the roles of the NHS organisation and of the primary care sector	ü	
Good practical and conceptual knowledge of healthcare improvement methods and practices		ü
Experience of successfully developing and implementing projects	ü	
Experience of working with the public	ü	
Skills		
Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email, video conference and face to face	ü	
Knowledge of IT systems, including ability to use word, excel, emails and the internet to create simple plans and reports	ü	
Flexibility and ability to manage sudden and unexpected demands	ü	
Effective time management (planning and organising)	ü	
Personal qualities		
Excellent interpersonal and communication skills	ü	
Ability to follow professional and organisational policies/procedures and codes of conduct	ü	
A proactive work ethic with a 'can-do' attitude.	ü	
Ability to use own initiative, discretion and sensitivity	ü	
Professional calm and efficient manner	ü	
Other requirements		
Disclosure Barring Service (DBS) check	ü	
Evidence of continuing professional development	ü	