**Job Description & Person Specification**

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| Position: | Urgent Care Coordinator  | Division: | Urgent Care (Derbyshire)  |
| Location: | Ashgate Manor, Chesterfield & Orbis Derbyshire | Reporting to: | Deputy Operations Manager |

Purpose of the Role

The post holder will be part of a team based in Derby or Chesterfield. The post holder will be responsible for providing a seamless dispatching service of home visits to Clinicians and monitor all operational activity to ensure the smooth and efficient running of the service. Computer systems (Adastra and System1) will be used to capture patient information for onward transmission to one of the clinicians in the team.

A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Our Values

* Compassionate - We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities.
* Accomplished - We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.
* Respectful - We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others’ experiences.
* Encouraging - We believe everyone matters, so we inspire confidence in others - promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

Key Areas of Responsibility & Accountability

* Despatch home visits to the appropriate clinicians in designated cars as required, ensuring that Company ‘priority’ and ‘time targets’ are not breached whilst ensuring the efficient use of this resource.
* Despatch and monitor the progress of home visits ‘in hours’ on Adastra and System1 contracts and provide support as needed. Liaise with GP surgeries as required within this process.
* Case entry of calls referred to the service.
* Support the Administrative function of Urgent Care Division (Derbyshire).
* Compliance and achievement of DHU and National quality standards.
* Pro-actively liaise with all clinical staff to ensure their adherence to DHU procedures and standards i.e. reporting for duty, Prescriptions completion, work location, etc.
* When on duty act as responsible person ensuring any emergency is dealt with immediately and appropriately reported to the relevant facility and made safe i.e. spillages cleaned up, IT breakdown escalated according to the Company plan, etc.
* Act as Fire Warden when on duty and ensure that the fire brigade is summoned in the event of the fire alarm sounding.
* Ensure rooms/facilities/IT are ready for use at the start and end of each shift and make certain that a clean and tidy workplace is maintained by all staff.
* Update the Urgent Care dashboard on a daily basis routinely and hourly at times of peak demand.
* Ensure that all calls are ‘finished’ on Adastra before leaving the early morning shift in order not to create delays in passing details to patients’ surgeries.
* Maintaining equipment – checking systems and printers and printers as necessary and reporting any faults to IT and appropriate manager within DHU or outside agency i.e. Excel, Adastra, BT, etc.
* Complete a full electronic shift report, including technical, medication, site and general incidents/problems, etc., during every shift.
* Communicate outstanding issues to your manager or shift replacement before going off duty.
* Notify the Senior Manager on call of all serious untoward incidents ‘out of hours’ and the senior manager on duty ‘in hours’.
* Adhere to Health and Safety policy.

General duties

* Adhere to all procedures, protocols and other relevant memorandum as appropriate.
* Provide assistance/training to new members of staff to ensure the maintenance of a high quality service.
* Accessing/logging calls on computer – recording, checking or amending details on the call logging computer system.
* Accurately entering clinical details onto the computer record where the clinician has not already done this.
* Attend training and meetings as and when required to do so by Management.
* Assist in general duties, administrative and clerical duties and maintain manual/computerised records as required.
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984.
* Provide cover for sickness, bank holidays, annual leave, etc. for any non-clinical member of staff as requested.
* In the event of emergency, act as relief driver.
* Dealing with matters raised under the complaints procedure/protocol and using the procedures/protocol when answering queries and complying with requests from the Complaints Manager for statements and information requests with the specified timeframe.
* Notify Line Managers of any circumstances which may affect the provision of a high quality service.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to openly report incidents and any risk identified using Datix. Where this is not possible, to provide appropriate support to ensure accurate and timely reporting of information in a secure manner.
* Any other duties commensurate with the post.

The job description may be subject to review over time in discussion with the post-holder,

This position will operate both ‘in’ and ‘out’ of hours.

This job description is not exhaustive and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management/Directors.

Person Specification

The job holder will have;

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|  | **Essential Criteria** | **Desirable Criteria** |
| Qualification | * Educated to GCSE level or equivalent
 | * Excel qualification
* Typing/Word Processing RSA 2
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| Experience | * Previous experience of working with the public in a busy environment
* Communication with a variety of people
* High level of computer experience (e.g. Word, Excel and other packages) as well as email systems and other electronic media
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| Skills & Knowledge | * Excellent interpersonal/communication skills with a variety of media and all levels of staff within the company, as well as external agencies
* Ability to analyse data and draw conclusions, when required
* Ability to use initiative
* Accurate record keeping
* Excellent telephone manner
* Excellent problem solving skills
* Listening skills
* Effective time management and proven organisation skills
* Ability to maintain strict levels of confidentiality
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| Job Circumstances | * Commitment to the role.
* May be required to work flexibly to meet service needs.
* Be prepared to travel between different DHU Health Care sites, with the possibility to travel further afield if necessary.
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| Personal Qualities | * Proven team player
* Diplomatic
* Sense of humour
* Ability to work under pressure
* Conscientious, reliable and resourceful
* Health Compliance to DVLA standard 2
* Eye sight compliant for driving
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Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion), or alternatively, you can reach out to our ED&I team at EDandI@DHUHealthcare.nhs.uk

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |