

<b>Job title:</b>	Senior Patient Care Advisor – Sussex MSK Partnership
<b>Grade:</b>	£18,243 Plus 10% allowance
<b>Reports to:</b>	Pathway Operational Manager
<b>Accountable to:</b>	Service Manager
<b>Location:</b>	Here, 4th Floor, 177 Preston Road, Brighton

### **About us and our culture**

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

#### **We believe these things to be true**

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

#### **Our Purpose in the World**

Care Unbound. To create more possibilities for care in every moment.

#### **How we work in service of our purpose**

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

#### **Because of this:**

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

### **JOB PURPOSE**

The Senior Patient Care Advisor (SPCA) will administer the Sussex MSK Partnership (SMSKP) referrals assessment and outpatient booking process, working within procedural guidelines. They will work with GP practices, hospital and community staff and clinicians to ensure SMSKP processes referrals to the most clinically appropriate service in an accurate and timely manner in accordance with the agreed corporate, local and national targets and initiatives. The SPCA will undertake daily operational responsibilities with a small group of designated PCAs.

The role will support the Pathway Operational Manager (POM) in the delivery of an Integrated Care Service at Here. An Integrated Care Service is one that follows a patient from referral from their GP to discharge from treatment for specific conditions. The SPCA will steward patients through their pathway according to agreed timescales and targets and following procedural guidelines. The SPCA will administer all aspects of service delivery across a range of clinical specialties. Primarily focus will be on the musculoskeletal service, however the post holder will be flexible in order to adapt to the requirements of Here business.

### **PRINCIPAL DUTIES & RESPONSIBILITIES**

1. Responsible for the supervision of daily operational functions with a small group of designated PCAs within the Sussex MSK Partnership, including

providing regular 1-1s, training, outpatient clinical administration tasks and demand / capacity resource planning, working within procedural guidelines.

2. Undertake regular catch ups with individual members of a small group of designated PCAs within the Sussex MSK Partnership, working within procedural guidelines and with the POM.
3. To be a first point of contact for PCAs within the Sussex MSK Partnership who may require guidance on query solving or need clarification of operational processes and guidelines.
4. To assist the POM in the planning and co-ordination of the team's workload to ensure referrals are processed in a timely manner and appointments are made within service pathway guidelines whenever possible.
5. To support SMSKP GP practices in the use of the national e-Referral Choice and Booking system, ensuring it is used to optimum levels.
6. Establish and maintain effective communication with GPs and practice staff, using persuasive and motivational skills where co-operation is required. Visit practices where appropriate to provide training on Here processes.
7. Work with practice and triage GPs to ensure the appropriate clinic / service is identified for referrals using guidelines appropriate to each specialty and with reference to managerial and clinical advice.
8. Daily management of GP practice e-Referral work-lists, planning administrative work around generation of referrals. Working with practices to resolve queries and issues that arise through the SMSKP process.
9. Receive and record manual and electronic referrals using e-Referral and other IT and manual systems to record, track, onward refer and book patient appointments and diagnostic tests, processing referrals and booking appointments inside agreed times and targets.
10. To schedule and maintain outpatient clinics to include first appointments, follow ups and telephone appointments ensuring co-ordination of request and receipt of diagnostic tests with appointments to limit rescheduling.
11. To support and assist the POM in planning clinic capacity, working with clinicians and GP practices to arrange additional clinics when necessary.
12. Contact patients by telephone to book and process their appointments to see an NHS specialist for an opinion, ensuring that patients are contacted in a timely manner.

13. Prepare and provide clinicians with all necessary clinical notes prior to specific clinics and to action any subsequent follow up notes.
14. To monitor and ensure timely rescheduling of missed appointments (so called 'DNA') in order to comply with timeframes within that pathway.
15. To monitor patient pathways in accordance to the SMSKP Access Policy and national RTT guidelines
16. Offer Choice directly to patients where appropriate and support them in making that choice through information provision, signposting and discussion, enabling patients to consider their own (non-clinical) preferences for treatment and apply them to a choice of secondary provider.
17. Assess and resolve patient queries concerning their referrals, appointments and diagnostic tests in a timely and professional manner.
18. Maintain data security and patient confidentiality by adhering to auditable Here processes and protocols.
19. Record information using a variety of computer and paper based systems, including SMSKP information database, VEDAS, and System1, ensuring there are no delays in the processing of referrals by SMSKP. Ensure the accuracy and quality of data recorded using available reporting tools to check data quality and advise on statistics.
20. To work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own workload on a daily basis, working autonomously within own work area seeking advice when appropriate.
21. To demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team.
22. Attend team meetings / regular briefs / training.
23. Train other members of staff and clinicians as required on the core functions and/or triaging process at Here and to be responsible for creating training documentation for those processes when required.
24. To provide support to the POM and undertake any other duties required by the business as appropriate to role.

## **USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of

services, and to enable faster and more accurate communication within and outside of the organisation.

## **CONFIDENTIALITY**

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

## **EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

## **HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## **NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

## **TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

## AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees  
Signature: .....

Print Name .....

Date: .....

Manager Signature: .....

Print Name: .....

Date: .....

<b>JD author (name and job title):</b>	
<b>Date JD agreed:</b>	
<b>Brief description of reason for review (if applicable)</b>	
<b>Version number</b>	

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