

Job description and person specification

Job title:	MDT Co-ordinator – Breast Surgery
Band:	B4
Accountable to:	Breast Care Clinical Service Manager
Responsible to:	Director of Nursing and Governance

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We want to be recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff, and the future** here.](#)

Job summary:

The post holder will actively participate in a full range of administrative duties and activities to ensure accurate maintenance of the weekly Multi-Disciplinary Meeting (MDT).

The post holder will ensure efficient and effective delivery of service to meet service demands and performance targets through effective communication and liaison with Consultants, Surgical, Nursing and Administrative staff.

The post holder will cover for the Clinic Co-ordinator when necessary.

The post holder will provide secretarial support for the Breast Care Nursing Team

Job responsibilities:

Key Tasks & Responsibilities:

- The MDT Co-ordinator will monitor the departments electronic referrals/MDT pools and forward any relevant letters for the Breast Surgery Department, for review. New referrals are communicated to the PRMC (Patient Referral Management Centre) where appropriate.
- Regularly monitor and update patient pathways, expediting/chasing appointments where appropriate. Escalating issues to the Service Manager in order to avoid undue delays in the patient obtaining treatment.
- To receive post and deal with routine correspondence, undertaking follow-up action as directed. This may include replying personally to letters and preparing draft letters for signature.
- To transcribe from dictation, written text or digital dictation, all correspondence, reports or notes for the Breast Surgery Department and team, checking detail in patient case notes and ensuring letters are grammatical and well-presented. Also to understand the necessity of coding patients correctly with the IPT system when transferring patients from the West Suffolk Hospital to another Hospital.
- From within the dictation, identify indicated actions and action accordingly. Check that tests and investigations have been arranged as indicated.
- To collate all radiology and Pathology reports and to present them to the Breast Surgery Department, ensuring that all abnormal results are highlighted for further action by medical staff. Monitor expected results and where these are outstanding or urgently required, access results on the hospital computer system, ensuring these are seen by medical staff. Take follow-up action as instructed, which may include informing GP's of abnormal results which require immediate treatment, as indicated by the medical team.
- To obtain investigation results and other information from other hospitals, and to organise referrals for ongoing treatment and/or specialist tests at other hospitals and centres of excellence.
- To receive queries from General Practitioners, patients, relatives and carers, assessing which can be answered directly in accordance with Specialty protocol. Provide relevant information to enable Breast Surgery Department to respond to phone calls and other queries.
- To receive patients, relatives, medical representatives and other hospital visitors on behalf of medical staff. Liaise with medical representatives for departmental teaching sessions.
- To deal sensitively with upset and distressed telephone callers. Answer patients concerns in line with the Trusts' Complaints Policy, ensuring that, when possible, queries are resolved early. Arrange for necessary action to be expedited.
- To co-ordinate and monitor Breast Surgery Department clinics and authorise amendments where necessary taking account of waiting times.

- To understand the main principles of waiting list management, both outpatient and inpatient. Responsible for the addition of urgent patients to clinics, identifying and relaying appropriate information to appointments staff, and to other departments.
- To support the waiting list function for the Breast Surgery Department, assisting with the identification of patients to come in for surgery. This requires specialist knowledge of surgical conditions and procedures, length of operations, theatre procedures etc.
- To maintain the Breast Surgery Department theatre diary of patients coming in for surgery or other procedures. Liaise with waiting list staff, clinical managers and other departments as necessary to book patients and ensure maximum use of operating lists.
- Ensure that cancer patients receive their operations within the specified maximum time rules, re-scheduling other operations if necessary.
- To assess (in accordance with specialty protocols and local governance arrangements) the prioritizing of urgent/emergency admissions in liaison with appropriate departments and to make the necessary arrangements.
- To ensure that appropriate follow-up actions are brought to the attention of the medical team, e.g. referrals, investigations and planned case discussions.
- To ensure all clinical administration is dealt with effectively, including those matters where liaison with other departments/hospitals/members of the health economy is necessary.
- To prepare and circulate information about Breast Surgery Department absences, giving instructions regarding cancellations or amendments to clinics and operating lists. When short notice cancellations occur, make arrangements to provide medical cover for clinical sessions.
- To ensure that patient information systems are used to enhance the efficient running of the service. To work with the medical team to support the development and introduction of new technology.
- To ensure that patient case notes are maintained, including sending external documentation to Evolve for scanning into the patients notes. In addition, to be responsible for requesting X-rays, investigation reports and other information as required by the medical staff.
- To manage all the Breast Surgery Department, Breast nurses office administration, including non-clinical commitments such as research projects.
- To organize and arrange meetings and training days and make travel arrangements. Arrange for sponsorship as required, liaising with Drug companies.
- To attend meetings, taking minutes and preparing agendas and other paperwork, and booking rooms as necessary.
- To take part in the induction/training of new members of staff as required

1. Communication:

The post holder will be expected to communicate sensitively with patients and where appropriate relatives. Communicate information to various levels of the multi-disciplinary teams internally and externally verbally and in written format.

2. Analytical and judgemental:

The post holder will be expected to use their judgement in a number of situations such as when speaking to patients/relatives and when to escalate patient queries/concerns, booking patient follow up appointments appropriately and rescheduling clinics requiring an understanding and knowledge within a specific area. The post holder will be expected to follow trust policies and guidelines

3. Planning and organisational Skills:

The post holder will be responsible for prioritising their own day to day work load, maintaining the clinicians diary, scheduling meetings and sharing agenda's where appropriate, collating documentation for inclusion in MDT meetings. The training and mentoring of new staff

4. Governance:

To follow trust policies

5. Finance and Resources:

Observes personal duty of care in relation to equipment used in course of their role

6. Leadership and management:

Part of the post holders role will be to support and mentor new members of the departments administrative team within their own discipline.

7. Information Resources:

The post holder will be expected to use various trust software to record patient information, create/transcribe dictation. Attend meetings taking minutes and sharing them with the appropriate audience. Following trust policies and guidelines relating to Information Governance

8. Research & Development:

The post holder will be expected to undertake surveys and audits as required to their own work area

Person specification

Requirements	Essential	Desirable	Evidence
Education and qualifications	<ul style="list-style-type: none"> • Educated to GCSE level including Maths and English or equivalent 		Certificates
Experience and knowledge	<ul style="list-style-type: none"> • Previous experience in administration • Medical Terminology • Audio Typist 	<ul style="list-style-type: none"> • Previous NHS or related environment • Some customer care experience 	Application
Skills and abilities	<ul style="list-style-type: none"> • Proven Computer literacy • Audio Typing • Touch Typing • Microsoft Office • Excel • Accurate Key Board Skills • Able to demonstrate skills that ensure tasks are completed accurately and within a given timeframe. 	<ul style="list-style-type: none"> • Knowledge of the Hospital Administration System • Understanding of Databases 	
Personal qualities	<ul style="list-style-type: none"> • Clear and precise communication skills • Good telephone manner • Able to work under pressure • Able to meet deadlines • Good interpersonal skills • Good organisational skills • Friendly and helpful manner • Caring attitude • Attention to detail • Ability to work on own initiative or part of a team • Flexible approach to working hours and duties • Able to demonstrate an understanding of issues relating to confidentiality • Good timekeeping 		

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to highlight
to make things better for staff, patients and relatives. It is the responsibility of all staff
any areas of concern.



opportunity
to highlight

CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST

TERMS AND CONDITIONS OF EMPLOYMENT

Band 4 Salary Scale:

Entry Level	£25,147 pa
Increment 1	£25,147 pa
Increment 2	£25,147 pa
Increment 3	£27,596 pa
Increment 4	£27,596 pa
Increment 5	£27,596 pa
Increment 6	£27,596 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See NHS Jobs advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE: Two months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS: The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY: The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their

Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate