



JOB DESCRIPTION

- JOB TITLE:** Workflow and Capacity Coordinator
- RESPONSIBLE TO:** Team Manager
(Whilst on duty, the post holder will report to the Shift Manager)
- LOCATION(S):** Primarily based at BrisDoc Operational base in Knowle West Health Park Monday to Friday and Nicholson House, Stoke Gifford Saturdays, Sundays and bank holidays although may be required to attend additional operational sites throughout Bristol, North Somerset and South Gloucestershire (BNSSG) and BrisDoc's Headquarters at Osprey Court for training and meetings.
- JOB PROFILE:** This role is a key operational role for the GP Out of Hours Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays.

Job Context

The Bristol, North Somerset and South Gloucestershire (BNSSG) health community is made up of a population of circa 968,314 people (with an expected average growth of 1% per annum over the next six years) and over 83 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

Since February 2013, the GP Out of Hours service has been accessed via NHS 111.

From April 2019 the BNSSG Clinical Commissioning Group have recommissioned an Integrated Urgent Care (IUC) for the residents of BNSSG.

The procurement has required NHS 111 and GP Out of Hours to be recommissioned in line with the national Integrated Urgent Care specification.

BrisDoc has been awarded the contract to provide the Integrated Urgent Care Service from April 2019.

Job Summary

The core purpose of the role is to co-ordinate the effective scheduling and deployment of clinical and mobile resources (cars, drivers, doctors and nurses) to manage the patient demand into the Integrated Urgent Care Service from the NHS111 generated dispatch queue. The role will involve working closely with the Clinical Co-ordinator and Shift Manager to ensure that appropriate decisions are taken about scheduling patients for an appointment at a treatment centre, a home visit or ensuring that the patient receives continuing clinical assessment and monitoring following NHS 111 triage or GP advice. In all circumstances the

post holder will closely monitor the time elapsed from NHS 111 disposition to the patient receiving GP advice or clinical assessment to ensure key performance and quality indicators are met.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

NHS 111 Interface

- To continually review, monitor and manage the dispatch queue generated by NHS 111
- To book patients as required into primary care centre appointments, if not directly booked by NHS 111 triage team
- To ensure that information is reviewed in a timely way by relevant clinical staff to determine which patients require a home visit
- To manage the scheduling of home visits to ensure that resources are used in the most effective way to ensure appropriate and timely patient care
- To update Aداstra if a patient contacts NHS 111 again after initial triage – e.g. if patient cancels appointment or clinical status has changed
- To manage the Non Clinical Call Back Queue

Service Performance

- To continually monitor the status of patients receiving out of hours care in respect of the key performance indicators the service needs to achieve
- To update the shift manager throughout the shift so that appropriate decisions and actions can be taken to deliver each shift across Bristol, North Somerset and South Gloucestershire in line with performance targets

Demand and Capacity Management

- To monitor the demand flowing into the Integrated Urgent Care service in BNSSG via NHS 111 and other sources of referral
- To assess levels of demand against available resource in a given shift to ensure patient care can be sustained
- To make recommendations to the shift manager on how capacity can be best utilised or deployed to ensure demand can be met in a safe and timely way

Professional Line

- To answer calls to the professional line from internal and external health care professionals
- To ensure that the phone is answered within internally determined response time targets
- To guarantee a professional and informed response to the caller and ensure that the Clinical Co-ordinator is available to speak to the caller within the shortest possible timescales (either direct transfer or rapid ring back)
- To process external referrals via professional sources other than NHS 111 e.g. ambulance service, pathology results, community teams
- To ensure that such referrals are accurately entered onto the Aداstra system

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.

- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and on-going discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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 recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's 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

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults

in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

Criteria	Requirement	Measurement/Testing Method
A good standard of education to GCSE or equivalent	Essential	Application and Interview
Experience of working in a professional environment that requires high standards of customer service	Essential	Application and Interview
Experience of working in healthcare / NHS	Desirable	Application and Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Interview
Excellent verbal and written communication skills and interpersonal skills	Essential	Application and Interview
Able to listen and respond appropriately to patients and staff with differing needs	Essential	Interview
Ongoing commitment to personal development	Essential	Application and Interview
Able to work flexibly in relation to the Integrated Urgent Care operational times	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport	Essential	Application and Interview

and credibility with others in the team		
Able to use own initiative to achieve the objectives of the post	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with AdastrA	Desirable	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to prioritise time sensitive tasks	Essential	Interview
Able to maintain accurate records and have high attention to detail	Essential	Interview
Good map reading skills	Desirable	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of patient care. Able to adapt to differing situations	Essential	Application and Interview
Organised and systematic	Essential	Application and Interview
Able to manage systems and processes in line with organisational policy and procedures	Essential	Application and Interview
Able to think quickly and solve problems	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Commitment to achieving high standards	Essential	Application and Interview
Willingness to learn new skills	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to respond to feedback from others	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict	Essential	Application and Interview
Able to maintain professionalism	Essential	Interview

Last updated: January 2019