#### JOB DESCRIPTION

|  |  |
| --- | --- |
| **JOB TITLE:**  | **Learning Coordinator** |
| **DIVISION:** | **Chase Farm Hospital Management** |
| **SALARY BAND:**  | **4** |
| **RESPONSIBLE TO:** | **Quality Improvement Lead** |
| **ACCOUNTABLE TO:** | **Head of Quality Governance and Patient Experience** |
| **HOURS PER WEEK:** | **37.5** |
| **MANAGES:** | **Directly:** | **Nil** |
| **Indirectly:** | **Nil** |
| **JOB SUMMARY:**To support the hospital to maintain a safe environment and effective processes for implementing improvements. This involves greeting patients and staff on entering the hospital building and undertaken the required safety checks. Providing reassurance to patients and staff within the hospital building by ensuring that necessary safety measures are embedded in practice and supporting patient way finding. Undertaking regular staff wellbeing check-ins. Being visible and present in clinical and non clinical departments to identify and describe opportunities for improvements and support staff learning. Working as member of the quality governance team and collaboratively with a range of clinical and support staff to support decision making and problem solving in order to facilitate a safe and effective quality improvement cycle across Chase Farm Hospital and the wider services managed within the Chase Farm Hospital and Group Clinical Services business unit. |

**Date of the JD review:**

## MAIN DUTIES AND RESPONSIBILITIES

**Royal Free World Class Values**

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:



⚫ all of the time ⚫ confident because we are clearly



⚫and cared for ⚫ that they are always in safe hands

### RESPONSIBILITIES

* Welcome patients and staff entering the hospital building and undertaken the necessary safety checks
* Monitor the implementation of necessary safety measures, ensuring required consumerables are in place and addressing any non compliance
* Ensure staff welfare is maintained by undertaking regular wellbeing check-ins
* Collect, document and process multidisciplinary feedback from clinical areas, significant events and patient/family/carer feedback
* Assist in categorisation of feedback to key work streams
* Contribute to the identification and delivery of improvements in care delivery, working with local leads to implement fixes or trial improvements. Support local audit an dother mechanisms to verify that planned adjustments are reliably implemented
* Support the facilitation of learning into practice including promoting a positive learning environment, developing opportunities to embed changes of policy into practice and develop communication strategies to disseminate information to all stakeholders.
* Maintain records of learning concerns and implemented changes.
* Produce regular reports on results of fixes, improvements and changes and audit activity to confirm changes have been successful.

### RESPONSIBILITY FOR PATIENTS

* Welcome patients on entrance to the hospital and undertake the required safety checks
* Support and manage patients and other visitors to the hospital in understanding the criteria for entrance and reasons for such criteria
* Attend emergency calls across the hospital to support the management of patients and members of the public
* Interact with patients, relatives and carers and shadow patients in order to capture qualative and quantative data on their experiences to support the identification of improvement opportunities
* Liaise with patients, realtives and carers to address any concerns they may raise

### RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

* Ensure attendance at training as appropriate to the needs of the role
	+ Maintain comprehensive training records
	+ Support the development and delivery of quality improvement training for staff

### RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

* Work in a way which is efficient and effective and adds value to the organisation

### RESPONSIBILITY FOR LEADING AND MANAGING

* Support teams to effectively implement change
* Identify and recruit new staff partners to promote a wide skill mix in team enabling learning from a wide range of perspectives.
* Participate in networking and connectivity of learning coordinators within and across sites and in joint professional development
* To act as a role model for behaviour in how to deal effectively and sympathetically with patients and staff who raise concerns and come forward with suggestions

### RESPONSIBILITY FOR INFORMATION RESOURCES

* Learning system spreadsheet / application
* Incidents
* Risks
* PALS
* Complaints

### RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

* To work in partnership with others to ensure continuous improvement and implementation of best practice
* Undertake observational audits and surveys of patients or staff as necessary to support service improvement

**GENERAL RESPONSIBILITIES**

**Infection Control**

Infection control is everyone’s responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust’s Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust’s polices and procedures which reflect the statutory requirements of the Hygiene Code.

* To work in close collaboration with the Infection Control Team.
* To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
* To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
* To ensure that all relevant monitoring data and issues are provided to the Directorate’s Governance structures.
* To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

**Health and Safety at Work**

The post holder is required to:

* Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
* Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

**Confidentiality & Data Protection**

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

**Conflict of Interest**

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

**Equality and Diversity**

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements for the job.

You are responsible for ensuring that the Trust’s policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

**Vulnerable Groups**

* To carry out responsibilities in such a away as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
* To demonstrate an understanding of and adhere to the trust’s child protection policies.

**Smoke Free**

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures**.**

**Standards of dress**

All staff are expected to abide by the Trust’s guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

**PERSON SPECIFICATION**

**JOB TITLE**

|  |  |  |
| --- | --- | --- |
|  | **Essential (E)****Desirable (D)** | **Assessed through:****App Form (A)****Interview (I)** |
| **Royal Free World Class Values** | * Demonstrable ability to meet the Trust Values

\\rfh-nas\ht0y\My Pictures\World Class Care values - PS medium.png | * E
 | * A / I
 |
| **Education & professional Qualifications** | * Degree / diploma or equivalent experience
 | * E
 | * A
 |
| * Quality improvement training
 | * D
 | * A
 |
| **Experience** | * Experience of delivering training and education
 | * D
 | * A / I
 |
| * Experience working in an environment with conflicting pressures and changing workload
 | * E
 | * A / I
 |
| * Experience of working within a team and of developing good working relationships with internal and external people at all levels
 | * E
 | * A / I
 |
| * Experience within a improvement role
 | * D
 | * A / I
 |
| * Experience of introducing a significant change within a practice setting
 | * D
 | * A / I
 |
| * Experience of collating data and extrapolating information
 | * D
 | * A / I
 |
| * Demonstrates analytical and problem solving skills
 | * D
 | * A / I
 |
| **Skills and aptitudes** | * Excellent communication and interpersonal skills
 | * E
 | * A /
 |
| * Able to deal tactfully, sympathetically and efficiently with all enquiries
 | * E
 | * A / I
 |
| * Proficient in the use of MS Office applications
 | * E
 | * A / I
 |
| * Able to receive and present information to large groups
 | * D
 | * A / I
 |
| * Able to represent the department in a professional manner at all times
 | * E
 | * A / I
 |
| * Able to influence, negotiate and motivate staff at all levels of the organisation
 | * E
 | * A / I
 |
| * Able to proactively identify new initiatives, justifying and implementing them as need demands
 | * D
 | * A / I
 |
| * Working knowledge of principles of quality improvement and education
 | * D
 | * A / I
 |
| **Personal Qualities & attributes** | * Able to communicate across all levels of the multi-disciplinary team
 | * E
 | * A / I
 |
| * Proven team player
 | * E
 | * A / I
 |
| * Able to use own initiative and work with minimal supverision as part of a team manging own workload
 | * E
 | * A / I
 |
| * Highly motivated and resourceful
 | * E
 | * A / I
 |
| * Committed to continuous improvement activities with a positive attitude towards change
 | * E
 | * A / I
 |
| * Occasional flexibility to work outside of normal office hours (eg. to undertaken observations
 | * E
 | * A / I
 |