



Job description and specification



**Care Co-ordinator (Registered Nurse
(RGN)
Long Covid-19 Pathway
Band 5 (Fixed Term)**



JOB DESCRIPTION

Job Title: Long Covid Care Co-ordinator (RGN)

Locations: Barley Court / Goodmayes Hospital/ King George Hospital

Working hours: 37.5 hours

Contract Length: Fixed Term until end March 2022, subject to review for extension

Directorate/Division: ARD

Terms & Conditions Of Service: In accordance with Agenda for Change Terms and Conditions handbook

Current Grade: Band 5

Responsible to: Long Covid Lead

KEY RELATIONSHIPS:

Internal	External
Own Team Line Managers Strategic and Clinical Lead CHPS Lead neuropsychologist NELFT Other Administrative and Clerical staff Intensive Rehab Service Data Management Team	Acute trusts referring for rehabilitation. Administrative and Clerical staff in Acute Trust GPs Local Authorities Clients of the service

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.



Aim of the role

The post holder will be expected to support their team, department and organisation to achieve the Trust's values in their day to day work. These are the 5P's:

- **Putting people first**
- **Prioritising quality**
- **Being progressive, innovative and continually improve**
- **Being professional and honest**
- **Promoting what is possible-independence, opportunity and choice**

The post holder will achieve this by:

To be part of the multidisciplinary team providing a comprehensive service to the Long Covid population by delivering a pathway to patient with complex multiple pathologies who exhibit a range of physical, neurological, psychological, emotional, and social problems.

To undertake a comprehensive assessment with patients suffering with Long Covid identifying and referring on to relevant services in a timely manner.

To work via virtual consultations via Accu Rx / Microsoft Teams and telephone appointments as appropriate following the current local guidance.

To create working partnerships with other Allied Health, Nursing and Medical Professionals as well as external and voluntary agencies to promote good health for the local community.

Hours of Service:

Monday – Friday 9-5pm

Role requires Monday – Friday 9-5pm – Part time hours can be reviewed

JOB SUMMARY

Key Responsibilities

To provide an assessment to the highest possible standard for clients referred to the service by:

- **To be able to work autonomously but to know when to ask for help when needed.**
- Review and management of Living With Long COVID Caseload application, including monitoring patient status, inviting and discharging patients as needed, answering messages, signposting as needed.
- Agree goal orientated therapy with the client, his/her family and other professional's involved and planning and implementing appropriate intervention.
- Regularly monitor and review client's progress regarding their goals.



- Participate in health promotion/education and give advice as necessary to service users, their carers or family to manage their functional health, wellbeing and Long Covid condition.
- Monitor client's health and medical status; reporting any changes or deterioration to the GP or teams involved accordingly.
- Make written recommendations as appropriate and issuing advice in line with current national and local guidance .
- **Be responsible for maintaining accurate and evaluative/comprehensive patient records in accordance with trust standards on record keeping.**
- **Comply with trust and service guidelines whilst adhering to own NMC guidelines.**
- **To attend mandatory training as required.**
- **To maintain and develop current knowledge of evidence-based practice.**

Communication

- To communicate effectively with clients, colleagues and visitors by maintaining good standards of verbal communication that is respectful at all times. Adhering to the confidentiality of a client at all times.
- Liaise and communicate complex information with clients and their carer, the multidisciplinary team and any outside agencies (including Health, Social Care and Voluntary services).
- Communicate with clients who have sensory or cognitive impairment while delivering empathy, understanding and reassurance. Recognising and responding appropriately to clients who have communication barriers.
- Participate in team meeting and case discussions as needed.
- Communicate regularly with colleagues both informally and formally via written and computer records as applicable

Management and Leadership

- Set standards of good practice and evaluate methods of therapy by following the professional and workplace standards, policies and guidelines relating to professional and organisational practice.
- Implement evidence-based practice ensuring optimum standards of care.
- Review the service being provided in consultation with senior members of staff and develop the service where possible.
- Be proactive in the review and development of policies and protocols as needed.



- Regularly review own practice to ensure that clients' needs are met and optimum standards of care and treatment are maintained.
- **Work in line with the NMC code of conduct.**

Professionalism

- Documenting assessments progress and client reports to ensure that the wider team have access to relevant and accurate data. Ensuring that all assessments and records are updates within 24 hours in line with NMC standards.
- Keeping waiting list information up to date and prioritising patients as and when required.
- Maintaining patient records in line with the local policy and guidance taking account the Access to Health Records Act (1991) and relevant national legislation.
- Using I.T systems as applicable and taking account of the Data Protection Act and other relevant Information Governance policies.
- Electronically recording and complying with all necessary data recording in SystemOne.
- Accept responsibility and carry out any delegated tasks.
- Informing administrative coordinator of any need for equipment or materials to be sent to clients as necessary.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents



Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

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 Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.



Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines



[Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

For HR Use Only:

Date of template: 1 January 2015

Version: 1

For Manager Use Only:

Date last reviewed: 28/01/21

Date to be reviewed: Insert date job description to be reviewed by manager

Signed:.....
(Manager)

Dated:

Signed:

(Employee)

Dated:.....



Person Specification

Guidance

- Information already listed in the person specification should remain.
- All rows that are marked with a * and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			
Registered General Nurse and is currently registered with the NMC.	✓		Application Form Assessment
Evidence of continuous professional development.	✓		Application Form Interview Assessment
Experience			
Previous experience working within an administrative role		✓	Application Form
Previous experience working within an NHS setting		✓	Application Form



Skills			
Excellent computer skills to include excel spreadsheets and virtual communication portals.	✓		Application Form Assessment
Excellent communication skills both written and verbal including good telephone manner.	✓		Application Form Interview
Excellent organisation skills	✓		Application Form Interview
Ability to use own initiative and work independently	✓		Interview
Other			
To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment
Minute taking skills		✓	Application Form
Work well as a member of a team.	✓		Application Form Interview

