

University Hospital of South Manchester NHS Foundation Trust

JOB DESCRIPTION

Title: Undergraduate Co-ordinator (Communication Teaching)

Department: Undergraduate Medical Education

Division: Corporate/Academy

Base: Wythenshawe Hospital

Hours: 25 hours

Band: 4

JOB PURPOSE

The post- holder is responsible for the planning and administration of the mandatory Communication Teaching Programme for Years 3 – 5 of the MBChB. The post holder will be expected to exercise initiative, whilst working independently, in a high profile and busy environment.

The post- holder will plan and co-ordinate student allocations and will be required to demonstrate the ability to deal effectively and confidently with people at a senior level and be able to act using the utmost discretion.

GENERAL ADMINISTRATIVE DUTIES

Duties and Responsibilities

ADMINISTRATION OF COMMUNICATION TEACHING

1. Tutors

- Recruit tutors for Communication Teaching Sessions by liaising with existing and potential tutors by email and letter and face to face
- Organise Tutor Training Sessions
- Liaise with MMS regarding CPD Points for tutor training where appropriate

2. Simulated Patients (SPs)

- Recruit SPs for Communication Teaching Sessions by email and letter and face to face
- Timetable simulated patients and plan their time in the Communication Teaching programme
- Liaise with University of Manchester SP co-ordinator discussing sensitive issues regarding simulated patients.
- Act as authorised signatory for payment claim forms for simulated patients and liaise with UoM as appropriate re these.

3. Students

- Timetable teaching sessions exercising judgement in identifying timetable clashes and consider implications on other commitments students might have.
- Inform students of planned teaching in timely manner using the MMS virtual learning environment MedLea
- Ascertain reasons for non attendance of Communication Teaching Sessions and arrange alternative teaching where possible and appropriate
- Report sensitive issues given personally and by telephone from students from Communication Teaching Sessions to Undergraduate Manager and the AHD for Communication Education

4. Patient educators

- Book appropriate patient educators for teaching sessions
- Responsible for ordering, collecting and returning cash float for patients

5. Documentation

- Be responsible for updating, collating and copying all relevant paperwork including reporting times, objectives, teaching materials, student, tutor and simulated patient information and co-ordinating timely dissemination of placement information to the relevant parties.
- Maintain and update documentation for teaching from the Communication online resource (LiveLink)
- Collect and collate all communication education evaluation and forward to the medical school as appropriate.
- Collect and collate student attendance records as per quality assurance requirements and report absences to the University of Manchester.
- Maintain a pending file with associated paperwork for forthcoming teaching sessions .

ADMINISTRATION OF STUDENT SUPPORT IN COMMUNICATION TEACHING

- Collate referrals for student support

- Organise student surgeries for AHD in communication education
- Organise practice OSCE DVD feedback sessions
- Ensure accurate administration of appropriate documentation

OTHER DUTIES AND RESPONSIBILITIES

- Liaise with lead for ethics to organise teaching sessions, organise room bookings for this and advise students of sessions using MMS virtual learning environment, MedLea
- Liaise with external bodies such as Medical Sickness Society, Medical Defence Union, to speak to the students.
- Liaise with appropriate Medical Consultants and Managers on urgent matters.
- Liaise with secretaries in other parts of the organisation and wider healthcare communities, including medical secretarial colleagues.
- Liaise with Medical School staff and other teaching hospital sectors as appropriate
- Liaise tactfully and appropriately with students on a wide variety of matters and refer as appropriate
- Co-ordinate and maintaining all information in electronic format to enable the team to work effectively and efficiently.
- Order catering for teaching events.
- Word processing of documents, letters, papers etc.
- Assisting with the training of new staff to the department by offering advice
- Organise booking of rooms.
- Support for OSCE Examinations
- To have a working knowledge of relevant University policies and procedures
- Liaise with Audio Visual Technician regarding AV recordings in teaching and occasional basic operation of AV equipment in AV technician's absence
- Any other duties deemed appropriate by the Hospital Dean, Undergraduate Manager or Operational Manager and by discussion with the post holder.

PROFESSIONAL DEVELOPMENT

Take every reasonable opportunity to maintain and improve personal professional knowledge, competence and skills.

Participate in knowledge and skills framework

Maintain Trust mandatory training for administrative

EFFORT AND ENVIRONMENTAL FACTORS

Physical Effort

Combination of sitting, walking and standing. Sitting in a restricted position using word processor for a substantial proportion of working time. Moving and lifting chairs and furniture to reset seminar rooms

Mental Effort

Involves a large amount of computer work. Frequent requirement for concentration whilst transcribing and typing documents with few interruptions. Analytical skills - working out accurate timings of communication sessions. Need to work to deadlines to in accordance with the communication teaching timetable

Emotional Effort

Occasionally, a student may become upset during a communication session due to the nature of the topic being studied. The postholder will be required to deal with this in a sensitive and confidential manner and refer the student to the appropriate person, usually the Communication Teaching Lead or Student Support Team

Working Conditions

The post holder will be working in a shared office in ERC, with inefficient heating and ventilation conditions. The post holder may at times have to deal with distressed students in open spaces

INFECTION CONTROL

“To assist the Trust in reducing healthcare associated infections you should be familiar with the Trust’s Hand Decontamination Policy, attend mandatory induction training and be compliant with all hand hygiene standards at all times”

HEALTH AND SAFETY

All staff will:

- Take care of own safety and that of others who may be affected by their actions or omissions.
- Adhere to Trust and Departmental Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.
- Co-operate with managers to maintain safe systems and safe workplaces.
- Report any accidents/incidents or ill health, failings in premises, equipment or personal protective equipment.
- Not interfere with any equipment provided to ensure Health and Safety
- Not attempt to carry out tasks or repairs beyond their competence

The above is not intended to provide an exhaustive list of duties required of the postholder and will be subject to regular review.

Date prepared: 27 July 2012, updated 6 June 2014

Prepared by: Nicola Lees and Nicky Barr

Agreed by:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date: