
JOB DESCRIPTION

JOB DETAILS

Job Title:	Undergraduate Community Coordinator
Division:	Corporate
Directorate:	Education
Ward/Department:	Undergraduate Dept
Hospital:	Wythenshawe
Grade:	Band 4
Contract length:	
Working hours:	37.5 hrs/week

Job Purpose

The post holder will coordinate and maintain the Primary Care placements to support the effective delivery of The University of Manchester Bachelor of Medicine, Bachelor of Surgery (MBChB) degree course clinical placement curriculum at the University Hospital South Manchester (UHSM or Wythenshawe Hospital) and the associated Health Education Zone.

Key to this will be the recruitment, support and evaluation of the Primary Care placements, working closely with the Community Based Medical Education Team within The University of Manchester and associated Primary Care Teams.

The post holder will be solely responsible for allocating students to the Primary Care placements in a way which does not adversely affect the complex hospital placements and lecture timetables, which run concurrently with Primary Care education. This role supports and advises the Operational Management and the Community Based Medical Education Team on the number of Primary Care placements required on an annual basis across all clinical years (years 3-5). It is a requirement of this role that the post holder has the ability to network and promote medical student Primary Care placements, supporting the CBME lecturers in recruitment and quality assurance of each placement.

The post holder will be supported in these activities by the Operational Manager, HEZ Lecturers and the Community Based Medical Education based at Stopford Building, University of Manchester.

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

Main Duties and Responsibilities

Administration

Identify appropriate community placements for students

1. Initiate processes for sourcing and recruiting Primary Care practices and other potential Primary Care learning opportunities to meet the required annual number of placements
2. Arrange and attend visits to potential new placements to support the recruitment process and co-ordinate teaching arrangements in line with Medical School Guidelines
3. Ensure all providers have renewed their contract annually
4. Work closely with the Teaching Delivery Team to ensure streamlined integration of community placements into other aspects of the curriculum. Liaise with Teaching Delivery Team to identify specific student groups and their days spent in the community
5. Arrange and attend Quality Assurance visits to placement providers in liaison with the appropriate CBME HEZ lecturer and according to agreed schedule, ensure any areas identified for development are logged and appropriate actions taken and then review progress against the actions
6. Analyse the list of community placements compiled and create student pairs appropriately according to their community timetable
7. Contact practices and compile spreadsheet of practice availability.

Manage the allocation of community placements to students

1. Allocate students to Community Placements and ensure that all administrative arrangements are in place prior to students commencing their attachments including upload to the Medical School bespoke system (Medlea/1Med).
2. Contact tutors and students when allocation is complete and send out relevant information to both
3. Manage any problems arising from students not receiving their preferred allocation or cancellation of placements by tutor
4. Be ready to act at short notice to minimise the effects of unforeseen circumstances affecting the direct provision of placements for students and to provide a key point of contact for practitioner and student queries

5. Continue to develop more efficient allocation methods.

Data management

1. Manage and accurately maintain all data relating to community placements including student and tutor information using a range of IT applications
2. Send all information to CBME in timely manner to enable travel bursaries to be paid and purchase orders to be raised
3. Observe, and maintain at all times, the confidentiality of the student, Undergraduate and Primary Care staff information and records. Ensure all data complies with data protection act and local policies.

General

1. Deal with student enquiries, which occur throughout the day
2. Problem solve any difficulties that may arise
3. Ensure all assessments of students are completed by tutors in the Health Education Zone (HEZ) in a timely manner
4. Work with CBME colleagues across site(s) on projects appertaining to the delivery of CBME education throughout the curriculum
5. Plan and implement the PRIME series of GP staff development workshops including the booking of rooms, catering and organising certificates of attendance
6. Provide administrative support to HEZ Lecturers as necessary in connection with CBME activities within the HEZ
7. Provide administrative and any other support to Undergraduate Department team as required
8. Assist with the clinical examinations as part of the undergraduate team
9. Maintain links with student representatives, student committees and secure student representation at appropriate meetings and workshops
10. Attend annual tutor conference, the quarterly CBME away days and monthly CBME SMT operations meetings.

Communication

1. Negotiate with teachers and tutors to ensure delivery of teaching sessions, as teaching may conflict with clinical commitments
2. Negotiate with the Trust divisions to ensure the provision of adequate seminar rooms for undergraduate teaching
3. Communicate with medical students in the Undergraduate Department at UHSM

4. Develop and maintain effective relationships with providers of Primary Care placements
5. Ensure any causes for concerns are dealt with compassionately, confidentially and in a timely manner in line with the CBME guidelines
6. Develop and maintain effective working relationships with the CBME team and key administrative staff in the Medical School at the University of Manchester
7. Effectively communicate and negotiate with healthcare professionals at the Trust, other Trusts and AGH's, including clinical and administrative staff
8. Communicate effectively and negotiate with staff at primary care practices in the community
9. Liaise with University staff, teaching staff and other NHS personnel at the Trust and at other sector hospitals to ensure delivery of the Year 5 and communication skills programmes
10. Deliver presentations to students and staff as required.

Professional Development

1. Take every reasonable opportunity to maintain and improve personal professional knowledge, competence and skills
2. Participate in knowledge and skills framework
3. Undertake and maintain mandatory training for administration staff

Communications

Routine information, barriers to understanding: sensitive information. Is required to communicate with colleagues, students and tutors to exchange information with regard to placements. Required to negotiate placements, room bookings. Delivers presentations as required.

Analytical and Judgemental Skills

Judgements involving facts or situations, some requiring analysis

Prioritises work, uses analytical skills to make judgements on a range of options e.g. when organising placements

Planning and organising

Plan and organise straightforward activities, some ongoing; plan and organise complex activities or programmes, requiring formulation, adjustment

Plans and organises own time, plans e.g. training sessions

Responsibility for Policy and Service Development and Implementation

Follow policies in own role, may be required to comment/implement policies and propose changes to practices, procedures for own area

Follows administrative policies, may comment on proposals/implements secretarial policies and proposes changes to working practices for own work area

Responsibilities for Human Resource and Leadership

Demonstrate own activities to new or less experienced employees

Demonstrates duties to new starters/allocates and checks work of other office staff.

Supplementary Information

Freedom to Act

Guided by precedent and clearly defined procedures

Works without supervision, advice available from Line Manager when required

Responsibility for Financial and Physical Resources

Personal duty of care in relation to equipment, resources/Handles cash, valuables; maintains stock control

Careful use of office equipment/responsible for petty cash

Effort and Environmental Factors

Physical Effort

The post holder will be required to use a computer, keyboard and mouse for prolonged periods each shift. The post requires prolonged period of sitting in front of a computer every shift.

Also lifting objects e.g. slide projectors, OHPs, flipcharts, TVs around teaching venues to assist with delivery of teaching.

Assisting in the pushing, pulling and lifting of equipment and furniture in the set-up for exams and teaching sessions which require a specific layout of furniture/equipment

Tasks of a physical nature will be for periods of less than 20 minutes involving weights of 2-15 kilos.

Mental Effort

The post involves frequent interruptions and the post holder is required to concentrate on a number of issues simultaneously and be able to prioritise the workload.

The post-holder will have to adapt to last minute cancellations or change of plans, as well as constant interruptions in the Undergraduate Department. These types of occurrence happen commonly when organising medical education at the Trust.

Emotional Effort

The post involves some exposure to distressing/emotional circumstances affecting both staff/students following adverse events on a weekly basis.

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and speculate accordingly in line with the Trust Child and Adult Safeguarding Policies.

Any post deemed to have regular contact with children and/or vulnerable adults with require a Standard/Enhanced* DBS (Disclosure and Barring Service check).

Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	<p>Educated to A Level standard/NVQ Level 4 or equivalent in a relevant subject</p> <p>ECDL or equivalent experience</p> <p>GCSE or O Level A-C passes in English and Mathematics</p>	Diploma or Degree	Application form, References
Experience	<p>At least 5 year's experience of an administrative position</p> <p>Experience of establishing office systems including processing records, storing and retrieving data from both electronic databases and manual systems</p> <p>Ability to work within established procedures/practices and to defined timescales</p> <p>Proven record of establishing & maintaining effective working relationships with a variety of colleagues</p> <p>Ability to exercise personal judgement and responsibility; to be able to exercise discretion when dealing with sensitive or confidential information</p>	<p>Previous experience of working in the NHS <u>or</u> of working in an educational setting</p> <p>Sales experience</p> <p>Previous experience of project management</p>	Application form/Interview
Skills	<p>Good interpersonal communication skills, including written and verbal and presentation skills</p> <p>Excellent working knowledge of MS Office software packages including Word, Access, Excel and Outlook</p>	Ability to review working methods and procedures and suggest alternative methods	Application form/Interview

	<p>Ability to deal effectively and appropriately with people at all levels and from a broad range of organisations</p> <p>Problem solving skills</p> <p>Approachable and open style with an enthusiastic and committed attitude</p> <p>Excellent team working skills as well as ability to work alone, on own initiative</p> <p>Ability to prioritise a full and often complex workload and work accurately under pressure</p> <p>Attention to detail and a high level of accuracy in the work undertaken</p>		
Knowledge	<p>Knowledge of Medical Education</p>	<p>Understanding of Medical Education</p> <p>Understanding of Primary Care/ General Practice services</p>	
Aptitudes	<p>Willingness to travel to multiple sites</p>	<p>Car owner/Driver</p>	<p>Application form/Interview</p>
Values	<p>Patient first – we put our patients and customers first. We aim to exceed their expectations every time to earn their trust and loyalty.</p> <p>E_xcellence – we are dedicated to developing excellence. We strive to continuously improve the quality of care we give to our patients.</p> <p>One team– we aim to attract, excite, develop and retain exceptional people. We work as one team, delivering our</p>		<p>Application & Interview</p>

	<p>best to our patients by supporting each other.</p> <p>oPen – we embrace innovation and learn from our mistakes. We measure everything we do and we openly share information.</p> <p>Leadership – we believe in leadership at all levels. We demonstrate personal courage and role model the behaviour we expect from others.</p>		
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Post Holder's name/s:

Post Holders' Signature/s:Date:

Manager's Name:

Manager's Signature:Date: