

JOB DESCRIPTION

Job Title	Ward Services Coordinator
Pay Band	3
Department	Ward 727
Division	2
Reports to	Band 7 Clinical Manager (Nurse/ Midwife/ ODP)
Professionally Responsible to	Matron

JOB SUMMARY

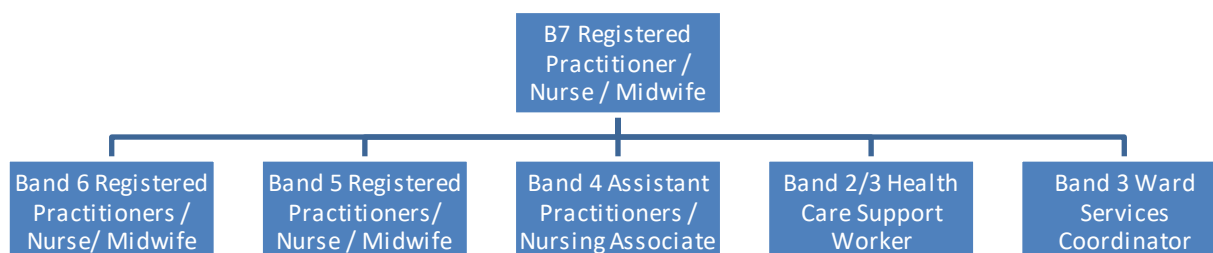
The post holder will work as an integral part of the clinical team ensuring that there is a seamless approach to the provision of non-clinical services, ensuring a high quality service to patients and provide a service that ensures that patient and ward requirements are met.

They will assist the clinical manager and staff within the ward / clinical area to ensure appropriate and effective delivery of services in order to maintain the patient environment and services to patients.

The Ward Services Coordinator will work co-operatively with colleagues, as part of the ward / area team and perform additional duties as and when directed by the ward clinical team, to enable nursing staff to undertake direct patient care. Work cooperatively as part of the multi-disciplinary team supporting colleagues in work associated with patient care.

The term registered practitioner will mean the Nurse/ Midwife/ Allied Health care professional in charge of the service/ dept for the span of duty.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

Analytical & judgement skills

1. Understanding of NHS cleanliness standards, appropriate Trust cleaning types and health and safety associated with the management of a clinical practice environment.
2. Responsible for ensuring the clinical environment is well presented, maintained and complies with Trust cleaning standards.



3. Understands and takes action associated with environmental issues associated with the practice setting.
4. In line with the Trust's Incident Reporting System, report any accidents, incidents, near misses and defects to the "registered practitioner in Charge" for that span of duty. Remove any hazards which could potentially cause injury to staff, patients and visitors.
5. Be alert to any possible improvement to service and make suggestions as appropriate
6. Obtain prompt assistance during an emergency situation as requested or using the agreed practice i.e.: emergency call bell.

Communication & relationships skills

1. Exchanges factual information with patients using persuasion, reassurance and tact and empathy.
2. Overcomes barriers to communication and understanding with patients due to physical impairment, mental health, learning disability or language barriers.
3. Arranges interpreters as required for patients.
4. Ensures aids to communication are available at department level and keeps items stocked / maintained.
5. Welcome visitors/ new patients / staff to the dept in a professional and friendly manner and orientate to the environment.
6. Communicates effectively with patients, carers, their families, relatives, health and care staff and all members of the multidisciplinary team face to face, on the telephone, via other media as required.
7. Converse with patients and visitors when appropriate, being mindful of good relationships between patients, staff and relatives.
8. Undertakes a ward liaison role between patients their families and the ward passing on information and communication when /where face to face visiting is not possible or is restricted.
9. Where allowed arrange carers/ relatives to stay on the ward/ unit and ensure they have access to food/ drink / comfort packs and where appropriate somewhere to rest.
10. Arrange where possible video /phone call for patients and their families and ensure that where required equipment to enable this is accessible / securely managed and stored.
11. Respond to patient concerns by liaising with the right person in a timely manner and ensuring the registered practitioner allocated to care for the patient is made aware of concerns and any actions taken.
12. Develop and maintain network relationships with other ward /unit Ward Services Coordinators sharing good practice /ideas.
13. Answer the telephones in a polite and professional manner and deal with enquires as appropriate, passing on written and verbal information as required to colleagues.
14. Co-ordinate department noticeboards/ staff information folders, ensuring they are maintained and that information displayed is up to date and relevant.
15. Where required ensure clinical colleagues are aware of changes to supplies / process's where equipment is located.
16. Ensure adequate stocks of patient information leaflets are available on the ward/ department/ unit, in conjunction with the clinical manager.
17. Support volunteers new to the area and participate in the co-ordination of volunteer duties.
18. Participate in quality assurance audits and any work arising from action plans.
19. Participate in the collection of Patient Experience feedback in conjunction with
20. others.
21. Attend meetings associated with the role / duties on behalf of the clinical manager for the service / dept at divisional / site or service level. Responsible for feeding back from the meeting to line manager/ registered practitioner in charge of the dept/ service.
22. Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team, patients, carers and relatives.
23. Report to a registered practitioner caring for the patient all changes observed in a patient's physical



24. and psychological condition and behaviour during any patient interactions associated with the role . Ensures awareness of key patient safety information i.e.: who is Nil by mouth which patients cannot leave the ward /unit due to Safeguarding concerns and where a patient has an altered airway i.e. tracheostomy .
25. Support patients to manage their own property and where they cannot safeguard this ensure that the property is stored recorded in accordance with the Trust policy /procedure.
26. Demonstrates an understanding of cultural needs, Supports patients to access spiritual / regions of faith professionals / advocates including accessing faith centres and speaking to / with representatives from their religion / faith.
27. Supports/ organises patient activates at ward/unit /dept level including patient engagement activities, social engagement events, celebratory events.

KEY RESPONSIBILITIES

- Working with clinical colleagues, catering and Housekeeping Operatives (cleaners) to ensure patients receive appropriate food and drink provision at ward / department level
- Oversee waste management at ward level
- Ensure availability of appropriate linen supplies Work with logistics and procurement to manage stock supplies; ensuring appropriate storage and stock management (clinical and non-clinical)
- Maintenance and availability of Medical equipment
- General maintenance and appropriate escalation of issues requiring resolution
- Liaising with the Facilities Compliance Team, Housekeeping and Infection Control on environmental cleanliness.
- Undertake patient liaison duties between health care professionals/ families/ carers
- Complete mealtime and stock audits Work with the Patient Experience Team to evaluate and appropriately respond to patient feedback or complaints
- Undertake administrative duties associated with the role

Patient equipment & Supplies

1. Liaise with maintenance and medical engineering staff to ensure all equipment is in working order. Isolate faulty material and source replacement on behalf of the clinical service. Log and chase up outstanding requests in conjunction ensuring appropriate documentation has been completed.
2. Support proactive and reactive maintenance of medical and patient equipment.
3. Coordinate the delivery / receipt and testing of new/ replacement items of patient equipment / furniture.
4. Responsible for checking non electrical furniture and equipment though robust audit / inspection processes. Identify where repairs are required and take steps to action these. Where items require replacement support the clinical manager to source replacement / new equipment as required.
5. Support and participate in audit of equipment to assess current condition, replacement associated with Trust wide replacement programmes under the supervision of a registered practitioner.
6. Work collaboratively with supplies / procurement / materials management colleagues to ensure that the service has agreed stock levels of equipment / supplies and these are adjusted as required.
7. Oversee the management / organisation of storage of supplies clinical and non-clinical co coordinating with colleagues associated with supplies to ensure stock availability.
8. Responsible for ensuring that stock is available and location of supplies/ stock is clearly labelled and managed.
9. Support audit and stock management in collaboration with supplies colleagues and registered practitioners.
10. Liaise with colleagues to ensure the delivery of supplies and the timely storage and restocking of



- supplies.
11. Work with colleagues across the Trust to locally manage stock and product recalls / total replacement for local / national reasons.
12. Borrow / loan supplies equipment to other wards/ services as needed tracking and tracing equipment on loan.
13. Responsible for the receipt and quality checking of linen ensuring that stock rotation is in place. Recommend adjustments to supply levels to clinical manager and take action to amend this as required.

Medicines Management

1. Undertake designated competency based training in medicines management.
2. Ensure stocks of pharmaceuticals are maintained to agreed levels, and kept in secure and appropriate storage areas in accordance with Trust policy.
3. Ensure stocks of pharmaceuticals are used in rotation and all storage systems are maintained in a clean condition.
4. Liaise with Logistics staff to co-ordinate both delivery and storage of medicines, ensuring that the process is as efficient as possible.
5. Ensure appropriate reconciliation of pharmaceutical stocks against orders, and maintain storage of order and receipt paperwork in line with Trust standards.
6. Support nursing staff with day to day troubleshooting and battery replacement of the Abloy Cliq key system (where in use) through liaising with the Abloy Cliq team.
7. Support registered nursing staff with the maintenance of the below Trust Medicines Management Standards:
 - Ensuring all drug cupboards and medicines rooms are locked/secure access at all times
 - Ensuring fluids are stored in their original containers and contents are clearly identifiable
 - Ensuring pharmaceutical stocks are within their expiry through routine checking
 - Ensuring the medicines refrigerator is locked in line with Trust standards
 - Ensuring daily medicines refrigerator temperatures are recorded, and escalated as required, in line with Trust standards
 - Ensuring Medical Gas cylinders are stored safely and securely in the department in line with Trust standards
 - Ensuring that pharmaceutical waste is managed safely and securely in line with Trust standards

Food / drink /catering

1. Plans own workload, prioritises duties in line with service/ ward / unit activities.
2. Works collaboratively with Ward catering staff / Ward Hostesses to co-ordinate patient meal services, snacks and drinks.
3. Supports the team for both planned and unplanned patient meal times including menu completion (where available), access to out of hours food/drinks, snacks supplied at the ward / dept level where the service doesn't have a set meal service.
4. Where this is part of service provision participates in preparation of the environment for meal times including preparation of bed spaces, dining rooms, ensuring clean surfaces, appropriate chairs, cutlery and condiments. Support patients to wash/ clean their hands in preparation for and after eating and drinking
5. Ensures the service has supplies which support dietary choices and includes special diets / cultural and supports people to make personal choices and those that are patient specific. Takes steps to ensure that patients can access food / drinks at all times.
6. Ensures ward / unit based nutritional supplies are available where these are required.
7. Ensures ward /unit has access to adapted eating and drinking equipment.
8. Supports patients to eat /drink by ensuring the provision of adapted crockery / cutlery, cutting up



- food and opening packets and items.
9. Sit with patients as a dining companion supporting and encouraging them to eat and drink.
 10. Complete food diaries for patients where they have supported individual patients and feedback to the registered practitioner caring for the patient on amount eaten / drunk.
 11. Participates in the clearing up after meal times/ drinks rounds including removal of trays / clearing of dining rooms / ensuring that the clinical environment is left clean / tidy.
 12. Communicates with catering / Ward Hostess colleagues to ensure that changes in demand / need or amendments are made in a timely manner.
 13. Support and where required undertake hot drinks rounds at ward / dept level.
 14. In conjunction with other support staff ensure patients always have access to drinking water where this is not restricted as a medical nursing care plan.
 15. Undertake spot checks in pantry /kitchens to promptly identify report and address concerns / faults.
 16. Undertake and record fridge temperature checks where food / drink are stored manage stock rotation and check use by dates disposing of out of date items and replenish as required.
 17. Work with the catering team / Ward Hostesses / clinical manager to review catering supplies /levels and ensure stock rotation and reduce waste.
 18. Report via agreed systems any concerns relating to catering.
 19. Participate in the audit of patient meals times/ waste and experience.

Cleaning & environmental

1. Adhere to Trust cleaning methods and standards, liaise with Facilities Housekeeping Team in relation to cleaning services highlighting any issues as they arise.
2. Ensure patients bed spaces are litter free and empty bins as required.
3. Support the preparation/ replenishment of bed/ trolley/ spaces rooms for patients on discharge/ transfer out of the department.
4. Arrange/ replenish soap / hand gels / paper towels as required at hand basins and bed sides.
5. Ensure PPE is restocked available and accessible including faces masks / aprons and gloves. Where different level of PPE is requires support the replenishing / accessibility of items.
6. Initiate calls to housekeeping department associated with cleaning / environmental issues proactively and when requested.
7. Support health and care staff to manage infection, prevention and control issues by ensuring there are adequate supplies for patient isolation, coordinate terminal cleaning of rooms/ bed and trolley spaces.
8. Adhere to, and support staff to comply with, the Trust's Infection Prevention and Control Policy and Procedures. Actively promote the prevention of cross infection with patients, visitors, staff and the environment.
9. Participate in the use/ completion of environmental checklists/ audits.
10. Monitor the general environment coordinate necessary repairs and maintain records of reported defects and remedial action taken.

BUDGETARY AND RESOURCE MANAGEMENT

1. Responsible for maintaining stock controls
2. Responsible for the safe use of equipment

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

Personal and People Development & Resource Management

1. Take personal and collective responsibility work towards your agreed individual and Trust-wide goals.
2. Organise own time in line with the requirements of the service.
3. Identify and challenge poor performance, attitude and behaviour, act as a role model, following consistently high standards of practice.



4. Have responsibility for personal updating and development, including achieving and maintaining mandatory and statutory training and appraisal.
5. Have responsibility for maintaining a record of own personal development.
6. Undertake any appropriate training as deemed necessary by the department manager.
7. Support and participate in induction, training and orientation of newly appointed staff /students.
8. Act as a professional role model to others.
9. Recognise the limits of your competence and knowledge and reflect on these limits and seek advice on and refer to other health professionals where necessary.

RESEARCH AND DEVELOPMENT

Policy & service management

1. Follows local / Trust policy guidelines in relation to the role and has an awareness of changes to Trust approach.
2. Responsible for ensuring that all changes to policy / procedure to the following are clearly understood and supports the embedding of practice changes across the ward/ dept for :
 - a. Catering
 - b. Cleaning & environment
 - c. Supplies/ stores and procurement
 - d. Equipment (medical and non-medical)
 - e. Visiting for patients relatives / carers

EFFORT

Physical Effort

- Intermittent requirement to support the physical movement of equipment i.e. beds chairs.
- Supports patient transfer/ discharge by carrying belongings/ notes equipment between departments to hospital exit.
- Regular requirement to move small items to support patient care / treatment i.e.: clinical supplies / folders of information
- Assist in maintaining clinical environmental standards/ tidiness.

Mental Effort

- Concentration is required for stock checking and audit procedures and when teaching skills to others.
- Care can be interrupted and concentration broken frequently due to interruptions from staff / patients when undertaking duties.
- Post holder can have a predictable or unpredictable work pattern over a range of shifts during a month / week.

Emotional Effort

- Post holder may be exposed to distressing and difficult situations which can involve being exposed to urgent clinical and distressing patient presentations including death, dying, resuscitation and aggression and violent situations.
- Post holder may be exposed to patients who have a range of cognitive impairment which can affect their communication and behaviour; this can be unpredictable and upsetting for patients and staff and can mean that patients cannot safeguard themselves or their property.

Working conditions

- The post holder may be exposed to spills of liquid of unknown origin which may be bodily fluids and secretions.
- Required to work in a clinical practice setting which may be subject to infection outbreaks and patients with infectious diseases.
- Maybe exposed to verbal and physical aggression face to face or via the phone.



- The post holder may need to travel between hospital sites in association with attending meetings.

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:

PERSON SPECIFICATION



JOB TITLE:	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Evidence of Level 2 on both Maths & English qualifications (CSE Grade 1/ GCSE Grades 4-9 or A* -C / Level 2 Functional Skills / O Level grade A-C / Level 2 National Certificate / Level 2 National Diploma / Level 2 ESOL) • Evidence of completion of Level 3 Qualification or above in Health / Social Care or Hospitality & Catering (BTEC/ CACHE Level 3 Award / Level 3 Certificate or Diploma) or 2 A levels or equivalent experience of working in the NHS in a patient/public facing role in health / care or hospitality & catering • Evidence of completion of training associated with employment in a role associated with health / care / hospitality or catering i.e. : Customers service/ Food Hygiene / Care Certificate/ Health & Safety i.e. COSHH • Evidence of completion of “in house” training associated with employment, via on-line training platforms, Moodle, in house training etc. 	
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Considerable experience of working in a health/ care role or hospitality/ catering role which is customer facing in an NHS or health / care provider role as part of a multi-disciplinary team • Experience of undertaking audit of stock and replenishment of supplies • Can demonstrate understanding of the roles which make up the team of health and care staff within a hospital setting • Can demonstrate understanding of the following : 	



<ul style="list-style-type: none"> ○ Health & Safety ○ Infection prevention control practice ○ Food hygiene practice /standards ○ Moving and handling ○ Customer service /care skills <ul style="list-style-type: none"> • Can demonstrate awareness and understanding of how they may be exposed to distressing situations associated with hospital patient care • Can demonstrate understanding of how this role contributes to patient health and wellbeing • Can demonstrate understanding of Equality , diversity and inclusion and how this relates to this role • Can demonstrate an understanding of Safeguarding and how this relates to the role • Can demonstrate how data protection and confidentiality relate to the role • Understands and supports ward / service routine and structures. • Participates in training associated with the role. • Supports / trains and educates new staff on the role / duties associated with the role. 	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good standard of written / verbal communication in English • Basic IT / Computer skills • Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team • Evidence of time management skills and ability to prioritise workload 	



<ul style="list-style-type: none"> • Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team • Can demonstrate experience and insight into how to evaluate own strengths & development needs, seeking advice where appropriate • Ability to deal with non-routine and unpredictable nature of the workload • Able to recognise and resolve routine issues referring to others for advice / support where appropriate • Willingness to undertake training / education associated with the role and can articulate how this relates to this role i.e. Health & Safety / COSHH 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good customer service skills • Positive and flexible attitude to work , solutions focused but recognises boundaries of the role • Patient focused and can demonstrate clear reasoning behind their application which is patient centred • Ability to use own initiative • Reliable , flexible , able to remain calm and clear headed when faced with a challenging or difficult situation • Understands when there is a requirement to escalate concern to a registered health care professional • The post holder may work a range of shift patterns across a 7 day week including public holidays ; shift patterns will be detailed by the dept/ unit 	



