

INFLAMMATORY BOWEL DISEASE SUPPORT COORDINATOR

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports the Inflammatory Bowel Disease (IBD) team by helping organise clinics and patient appointments.
- You will be the main contact for patients, answering calls and helping with their care journey.
- You'll work closely with nurses, doctors, and other staff to make sure everything runs smoothly.
- You'll keep records up to date and help with paperwork, meetings, and patient information.
- You'll use computer systems and office equipment to manage daily tasks.
- You'll need to work independently, follow hospital rules, and keep patient information private.

Job Description

Job title:	Inflammatory Bowel Disease Support Coordinator
Grade:	NHS AfC: Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	IBD MDT Coordinator
DBS required:	Yes, Standard DBS

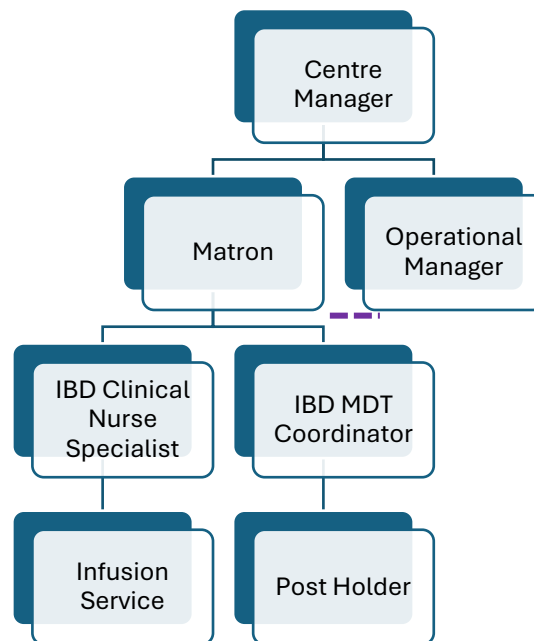
Main Du

1. Post Purpose:

Administrative support co-ordinator for the Inflammatory Bowel Disease service (IBD).

This is a pivotal role, co-ordinating the day-to-day activities of the IBD team; triaging telephone calls and ensuring a seamless service for IBD patients at SATH including scheduling appointments and clinics to maximise the service capacity. You will have a prime role as the Trust interface for patients with IBD. The IBD support coordinator should be able to work without daily supervision and be able to take responsibility for their work within the pathways of care and the framework laid down by the senior IBD team.

2. Organisational position:



Working Relationships

- IBD Nurse Specialist
- IBD MDT Coordinator
- Matron
- Home care Pharmacy team
- Infusion nurses
- Ward Staff
- Patients
- Carers/Relatives
- Consultant Gastroenterologists
- Research Nurses
- Colorectal Surgeons
- Surgical Coordinators
- Medical Secretaries

3. Main duties and responsibilities:

The post holder will be required to work cross-site to support IBD patient services:

Administration

- Co-ordinate and arrange IBD clinics, infusion service appointments and patient clinic appointments according to service demands / provision.
- Record clinical telephone interactions on the PAS system.
- Arrange ad-hoc clinics including venue and staff availability and set up proformas for booking

- To co-ordinate and liaise with pharmacy and IBD team regarding homecare prescriptions and Blu Teq funding requests.
- To take a responsible administrative role in tracking prescriptions to ensure patients receive drugs in a timely manner.
- To co-ordinate and provide administration support for the IBD Multidisciplinary Team (MDT) meetings including minute taking.
- The post holder will be responsible for maintaining patient records and accurate databases associated with all patients with IBD.
- To assist in the preparation and planning of patient information leaflets, clinical literature, teaching materials and other literature, under the guidance of the IBD Team ensuring that patient leaflets are available, up to date and relevant, liaising with patient representatives.
- To actively participate in team meetings as appropriate.
- To undertake necessary filing / photocopying and other administrative duties.
- To act up to the role as IBD MDT Coordinator in their absence for example covering periods of annual leave.

4. Systems and Equipment:

- To be proficient at using all hospital IT software packages.
- To demonstrate competent use of IT equipment.
- To have lead responsibility for daily data input, validation of this data, maintenance, and development of the computer database.
- The post holder will be able to competently use office equipment, including computers, photocopiers and telephones.

5. Decisions, judgements and freedom to act:

- To follow Scheduled care group policies, procedures, guidelines and protocols at all times.
- Work with mostly indirect supervision.
- To respond positively to service change and development and identify areas for future development within the team.
- The post holder will organise their own daily work schedule to ensure that work is completed to deadline in accordance with the priorities of the service and the guidance of the IBD Nurse.
- Liaison with appropriate health care professionals and home delivery company regarding medications and resources.
- To be responsible for maintaining confidentiality of patient information.

6. Communication and relationships:

- The post holder must exercise initiative and discretion in accordance with the General Data Protection Regulations (GDPR) and local Trust policies.
- The post holder is required to take accurate messages (telephone, email, written and when retrieving messages from Voicemail) for the IBD clinical team and action appropriately. This will include triaging calls from the IBD advice line, escalating urgent information all whilst utilising protocols /guidelines.
- The post holder must maintain appropriate verbal communications at all times with patients, visitors, relatives, carers, students and members of the public.
- The post holder must maintain appropriate written and verbal communication with the wider multi-disciplinary team.

- All written records and communication by the post holder must be clear, contemporaneous, concise and objective.
- The post holder will need to use tact and initiative when dealing with patients and their relatives/carers and abide by the rules of confidentiality.
- The post holder will use motivational skills to encourage the patient, but will be aware of the issues surrounding patient's consent to treatment and will be mindful of the patient's right to refuse treatment if they wish.
- To use relevant means of communication such as online patient registration, email, telephone to appropriate sources.
- To be responsible for dealing with mail as appropriate.

7. Personal Development, Training and Education

- Keep knowledge and skills up to date regarding the equipment that the post holder will be using on a daily basis.
- Participate in any relevant MDT training.
- The post holder will have a full understanding of the Trust Infection Control policy and will always adhere to it.
- To participate in the Trust's annual appraisal system and appropriate reviews in line with Trust policy.

8. SaTH Trust Values

Partnering	• Working effectively together with patients, families, colleagues, the local health and care system, universities and other stakeholders and through our improvement alliance.
Ambitious	• Setting and achieving high standards for ourselves personally and for the care we deliver, both today and in the future. Embracing innovation to continuously improve the quality and sustainability of our services.
Caring	• Showing compassion, respect and empathy for our patients, families and each other, caring about the difference we make for our community.
Trusted	• Open, transparent and reliable, continuously learning, doing our best to consistently deliver excellent care for our communities.

9. Physical, Mental and Emotional demands of the job

- To develop and maintain the ability to manage with and prioritise patient care.
- To continually develop own competencies within the competency framework for the role.
- The post holder will be working on a regular basis with patients who are affected by a potentially psychologically distressing condition that can be perceived to have a degree of stigma attached and will be required to act appropriately. This patient group may require psychological support and sensitivity.
- The post holder will demonstrate empathy and understanding with patients, carers and colleagues, ensuring that effective communication particularly where barriers to communication exist.
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- The post holder has to respond to the need to change the order of tasks planned in response to the needs of the service at short notice.

Person Specification

	Essential	Desirable
Qualifications	• Core knowledge of Microsoft Office packages e.g. PowerPoint, Word, Excel and other IT skills acquired through training and practical experience • 4 GCSE (C and above) or equivalent including English language • Example	• NVQ 3 in Business Administration
Experience	• Knowledge of IT applications particularly Microsoft Word, Outlook and Excel • Experience of minute taking • Previous administration experience • Example	• Knowledge and experience of computer systems used at SATH including Careflow, Clinical Portal, CRIS • Experience of working in a busy office environment
Knowledge and skills	• Accuracy/ attention to detail • Good written and verbal communication skills • High standard of grammar and spelling • Ability to prioritise • Organised	• Example • Example • Example

	• Good time management • Patient focused • Calm and confident • Ability to use own judgement	
Other	• Knowledge of Health and Safety in the workplace • Ability to work cross site if required	• Knowledge of NHS policies

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the

Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

