Job Description

1. JOB DETAILS

Job title: **Telestroke Administrator**

Accountable to:
          Managerially   **Business Manager, Elderly Care & Long Term Conditions**

          Professionally   **Divisional General Manager, Medical Division**

Location:

2. JOB SUMMARY

Support the project manager with the development, planning, and management of a range of project tasks associated with the telestroke service, with responsibility for monitoring, review, planning and development for the service. Manage and coordinate the consultant and neuro physician rotas across 8 district general hospitals to ensure 24/7 rota cover for the Lancashire and Cumbria telestroke scheme. Implement and maintain robust processes to capture telestroke activity, translating this into an easily defined but detailed audit from the project start.

3. ROLE OF DEPARTMENT

Stroke is the third largest cause of death in England and is the single largest cause of adult disability. Nationally, stroke costs the NHS and the economy £7 billion a year; £2.8 billion in direct costs to the NHS. Stroke has a devastating and lasting impact on the lives of people and their families. Individuals often live with the effect for the rest of their lives. A third of people who have a stroke are left with long term disability.

Thrombolysis can effectively treat patients who have a stroke; however the service is limited with no out of hours provision. Telestroke allows participating centres to seek remote consultation and receive advice on whether thrombolysis should be given.

The Cardiac and Stroke Network in Lancashire and Cumbria has secured funding to provide the necessary equipment and training to support the provision of telemedicine across Lancashire and Cumbria appointing North Cumbria University Hospitals NHS Trust as the lead provider. Coordination and successful delivery of this project will be managed by the medical division and a project manager.

4. ORGANISATIONAL CHART

Divisional General Manager

Business Manager, Elderly Care & Long Term Conditions

Assistant Project Manager - Telestroke

5. KEY WORKING RELATIONSHIPS

Consultants from participating Trusts.
Clinical manager at NCUH and participating Trusts.
Divisional manager at NCUH.
Divisional general managers and business managers across participating Trusts.
Lancashire and Cumbria cardiac and stroke network.
University of Central Lancashire (UCLAN).
IT department staff.
Procurement team at NCUH.
Governance lead at NCUH and participating Trusts.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Management
- Develop and maintain complex, detailed project plans which identify all key work streams, tasks, interdependencies, targets and deadlines associated with successful delivery of each stage of the programme.
- Manage and coordinate progress against agreed plans, in conjunction with the manager.
- Develop high quality project plans in relation to the telestroke project, ensuring that these include clear timescales and milestones, outcome measures, performance monitoring and reporting regimes.
- Analyse, amend and renegotiate project timescales or outputs as required, implementing remedial action to bring projects back onto target.
- Develop and maintain a project risk register which identifies and evaluates possible risks and suitable responses. Provide regular reporting to the project board, and the wider Trust governance process as required.
- Develop excellent working relationships across participating organisations, earning credibility and respect to ensure that partner organisations are totally engaged with the project.
- Act as a key point of contact for the project to ensure appropriate action is taken on the ground when required, proactively communicating with stakeholders regarding the progress of the project in conjunction with the project manager.
- Deputise for the telestroke project manager as required.

Administration
- Provide key support to the project manager in the delivery of the telestroke project for North Cumbria University Hospitals, providing project management and administration support for the scheme.
- Report directly to the telestroke project manager and support the project management of the telestroke scheme across 6 acute Trusts and sites based within Lancashire and Cumbria area.
- Prepare and present reports relating to progress of the project, for internal and external audiences.
- Chair / participate in relevant telestroke project team meetings or working groups, providing advice and information, preparing and presenting progress reports as appropriate. Organise workload to accommodate attendance at evening meetings as required.

- Observe and practice good project management, completing key work stream tasks by capturing and recording progress to date. Where necessary, chase outstanding items utilising effective communication skills to ensure speedy resolution.
- Maintain clear understanding of the key work streams, coordinating activities to ensure that pilot phases and service go live are delivered to schedule.
- Liaise effectively with each organisation participating in the telestroke scheme, developing effective relationships with business managers and consultants.
- Assist with production of departmental and Trust policies and procedures associated with the telestroke scheme, including the development of the operational policy.
- Understand and comply with all departmental policies, procedures and protocols.
- Liaise with manufacturer's representatives to organise preventative maintenance of equipment.
- Report and progress any Telecart equipment faults, escalating any issues through the designated telestroke equipment provider and maintaining appropriate records.
- Assess and identify risks / benefits, and submit to the telestroke project manager for consideration.
- Ensure that the consultant / physician telestroke rota is covered for the whole of the out-of-hours time period, including bank holidays, without exception, for a minimum of 8 weeks ahead.
- Liaise with business managers from all participating Trusts, consultants, neuro-physicians and the Lancashire and Cumbria cardiac and stroke network to populate the rota for a minimum of 8 weeks, making amendments as required to ensure the service is always operational out of hours.
- Manage short notice sickness cover effectively, negotiating cover with participating consultants / physicians and their employing Trusts with minimal supervision.
- Work within the guidance relating to consultant job planning, European working time directive (EWTD) and the requirements of compensatory rest.
- Using the doctors' rostering system (DRS), enter details of the clinicians covering the telestroke rota to create an accurate view of the rota cover and publish this each week to those involved both clinically and managerially.
- Ensure that leave requests are notified in advance and that cover is arranged through the Trust business managers and their clinicians.
- Publish a rolling rota at least 6 weeks in advance, ensuring that every participating doctor is given access to view the rota, or provided with a paper copy, as appropriate.
- Utilise relevant rostering software, ensure data is inputted accurately and held within the Trust's confidentiality guidelines.
- Ensure that the requirements of the Data Protection Act are complied with when handling patient information.
- Facilitate the initial stages of the incidents / complaints procedure as required.
- Record and report adverse events in a timely manner to the relevant personnel and act as required.
- Provide administrative / secretarial support to relevant meetings as requested, to include minute taking and creating an action log of outstanding issues.
- Arrange telestroke board and executive board meetings, ensuring that all attendees receive invitations and papers in advance of each meeting.
- Assess users' needs and provide feedback to the telestroke project manager / vendor for future growth and development.
- Create necessary documentation, placing this on Trust intranets.
- Provide a user-friendly 'help desk' response for rota and simple operational queries.
- Work within the managerial structure in the Trust / network, acting appropriately in decision making.

- Produce end of month activity reports and submit to the telestroke project manager and the cardiac and stroke network, opportunely managing ad-hoc requests for telestroke related statistics.
- Produce ad-hoc information for information users, determining appropriate routes for data collection and analysis.
- Access and retrieve telestroke data from the remote digital storage unit for management reports and audit information.
- Coordinate a quality assurance (QA) programme for the telestroke scheme across the participating Trusts, ensuring monthly assurance reports are submitted to the telestroke project team.
- Actively respond to as many queries as possible, complying with the Data Protection Act, Access to Health Records Act, Freedom of Information Act and legislation on confidential data.
- Develop and create reports / tables / graphs to present information in accordance with users' requirements, taking into account Trust confidentiality guidelines when dealing with patient identifiable or sensitive information.
- Comply with procedures for handling any requests under the Freedom of Information Act, ensuring that they are dealt with in a timely, specific and confidential manner.
- Follow all data protection legislation and appropriate standards operating procedures.
- Monitor the frequency of telestroke activity through the out-of-hours period, reporting specifically on midweek and weekend activity, capturing the times of each incident for tracking and reporting purposes, noting when compensatory rest will be required and recording this centrally for monitoring and reporting.
- Maintain a training competency log to ensure appropriate training levels are acquired.
- Keep accurate updated records of all staff attending training sessions.

Education
- Undertake continuing professional development, including mandatory and statutory updating, maintaining a portfolio.
- Maintain knowledge of the telestroke scheme, understanding site specific processes from a user perspective and the wider scheme for Lancashire and Cumbria. Attend appropriate training to acquire expertise in the system.
- Set up and coordinate telestroke training programmes for clinical and non-clinical staff, including ongoing training for new personnel and system upgrades.
- Initiate, design, input and develop a comprehensive audit system to track the activity and report the effectiveness of the telestroke project, collaborating with the telestroke project manager and the Lancashire and Cumbria cardiac and stroke network.
- Undertake assigned audit projects individually or as part of a team.
- Participate in research, audit and surveys as required.
- Provide audit support to all members of the telestroke team.

7. WORK SETTING AND REVIEW

Work independently to duties as set by the business manager acting as project manager for the Lancashire and Cumbria telestroke scheme. The divisional general manager will review performance and undertake appraisal.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to:

- adhere to Trust policies and procedures and relevant legislation including the requirements of any professional bodies.
- attend mandatory training as identified by the Trust.

9. CONFIDENTIALITY

All Trust staff and contractors working for the Trust have both a common law duty and a statutory duty of confidentiality to protect patient (and indeed any personally identifiable) information and only use it for the purposes for which it was intended. The disclosure and use of confidential patient information needs to be both lawful and ethical.

10. INFORMATION GOVERNANCE

Trust staff must keep up-to-date with the requirements of information governance and must follow Trust policies and procedures to ensure that Trust information is dealt with legally, securely, efficiently and effectively. It is important that the Trust processes personally identifiable data (PID) only in accordance with its notification to the information commissioner (accessible via the website www.ico.gov.uk). Staff creating new systems (e.g. databases or spreadsheets) to process PID therefore need to check with the data protection officer that this is permissible. Staff must appropriately manage the records they create or hold during the course of their employment with the Trust, making the records available for sharing in a controlled manner, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines (e.g. Freedom of Information Act 2000, Caldicott guidelines). If you are required to make entries into health records, you must ensure these entries are legible and attributable, and that record keeping is contemporaneous.

11. HEALTH AND SAFETY

All managers have a general accountability for ensuring, so far as is reasonably practicable, the health, safety and welfare of the employees under their direction at work.
- Each employee is responsible to take reasonable care for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
- Every employee must use safety equipment or clothing in a proper manner and for the purpose intended.
- Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
- Every employee must work in accordance with any health and safety procedures, instructions or training that has been given.
- No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
- Every employee is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
- All employees are under a duty to familiarise themselves with the risk management and fire, health & safety policies.

The Trust provides an annual update on governance and health & safety issues to staff.

12. RISK MANAGEMENT

You are responsible for ensuring that you become familiar with the requirements stated within the Trust's risk management strategy and that you comply with the Trust's risk management policies and procedures. Your specific responsibility for risk management will be clarified to you by your head of department at your local induction.

13. EQUAL OPPORTUNITIES

The Trust has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination. You are required to attend equality & diversity training, and where appropriate equality impact assessment training, and cascade best practice to your team.

14. IMPROVING WORKING LIVES

You will be expected to give a commitment to apply the principles of Improving Working Lives, and participate in any events and initiatives as and when appropriate.

15. INDUCTION

All new permanent members of staff must attend corporate induction. Details are sent with the letter of appointment. Line managers are responsible for checking attendance at corporate induction, and for ensuring that local induction commences on the first day of employment on the ward / department.

16. CORPORATE GOVERNANCE ARRANGEMENTS

You will be expected to familiarise yourself with the Trust's governance strategy which outlines the management and committee structures and procedures for the governance of the Trust's activities.
You will have a duty to familiarise yourself with the relevant policies and procedures, i.e.
> health & safety policies.
> risk management policies.
> infection control policies.
> data protection and confidentiality policies.

These must be complied with by staff at all times.

17. JOB DESCRIPTION AGREEMENT

Post holder's signature   _____

Date   _____

Line Manager's signature   _____

Date   _____

PERSON SPECIFICATION
North Cumbria Health Economy

POST TITLE: **Telestroke Administator**

Factor	Essential	Desirable
Qualifications	Relevant degree or equivalent professional qualification. Advanced Excel or equivalent.	Project management certificate or equivalent.
Experience	Relevant NHS role. Project management. Administration. Use of spreadsheets and databases. Translating complex information into formats suitable for varied audiences.	Developing procedure documents. Audit.
Knowledge	Continuing professional development with portfolio. Rota production. Audit tracking and reporting. Microsoft Office. Equality legislation and best practice.	Stroke / TIA services. Monitoring procedures. EWTD legislation. Medical terminology. Doctors' rostering system (DRS). e-rostering tool.
Skills and Aptitudes	Well developed communication and interpersonal skills. Ability to take a conceptual approach to problems and produce practical solutions. Ability to work as part of a multidisciplinary team. Negotiation and liaison skills. Ability to prioritise tasks to meet deadlines. Good organisational skills. Ability to identify, collate and analyse written material, numerical data and information. Ability to learn and develop quickly. Able to write clear and concise reports.	Presentation skills.
Personal Circumstances	Meticulous. Positive approach to change. Enthusiasm.	
Other requirements	Ability to travel independently across Cumbria and Lancashire. Able to work flexibly, including some evenings.	Driving licence.
PERSON SPECIFICATION AGREEMENT		
Post holder	_____	

Date	_____
Line Manager	_____
Date	_____

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.