

Patient Coordinator Assistant - School of Medicine & Dentistry - Grade D

Job Description

Purpose

The volunteer patient program was established to enhance the teaching of medical students and other health professionals within the School of Medicine. Volunteer patients are an integral part of the recruitment, teaching and assessment of students and as such are a valuable resource to the School of Medicine. Volunteer Patients use their own experience to help students understand the reality of living with medical conditions. The post holder will aid the Volunteer Patient Co-ordinator to ensure there is adequate provision of volunteer patients across all areas of teaching within the School of Medicine. The post holder will assist the Volunteer Patient Co-ordinator in supporting the needs of volunteer patients when attending UCLan sites and should have the confidence to engage with patients. The role includes administrative duties to maintain the confidential patient database records required to recruit, book, and obtain feedback from volunteers.

The post will be based at the School of Medicine in Preston with occasional travel to the UCLan campuses in Burnley and Whitehaven.

Duties

1. Assist the Volunteer Patient Co-ordinator to recruit patients to the volunteer bank, so that the social diversity served by health services in Lancashire and Cumbria is fully reflected. Attending recruitment events and by the dissemination of recruitment information.
2. Assist in the administrative duties of maintaining the patient bank to meet the changing requirements of the School of Medicine as the portfolio of courses grows and develops. Following administrative policies in relation to VPs in terms of recruitment, recruitment policy, administration, and on-going activities.
3. Utilise a secure electronic patient bank database and ensure patient confidentiality.
4. Record requests from academic staff for Volunteer Patients, maintaining the booking system for patients.
5. Engage with Volunteer Patients and carers to ensure their welfare needs are met during their time on UCLan sites. The post holder is not required to provide personal care to patients.
6. Help collate patient feedback information from volunteer patients and staff to promote and improve the service offered to the School by the Volunteer Patient Program.
7. Communicate effectively with patients, academics, and NHS staff to support all educational and assessment programmes.
8. Assist in the design and development of materials for the recruitment and orientation of potential volunteers.
9. Assist the Patient Coordinator at briefing sessions for patients and ensure that they are fully aware of their anticipated contribution to any training or assessment exercise.

10. Ensure any expenses payments to Volunteer Patients are made in a timely fashion, in line with prevailing financial regulations, and fully recorded.
11. Assist the Patient Coordinator to ensure payments are made to external provider of simulated patients in a timely fashion and in line with regulations.
12. Liaise with Patient Coordinator to ensure adequate provision of Simulated Patients as required by curriculum needs and academic staff.
13. Communicate with Campus Administrative Services, as required, in order to ensure the smooth operation of admin systems/procedures.
14. Any other duties commensurate with the post and the grade as agreed with the line manager or Dean of School.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in working as part of a team (Application/Interview).
- Work in a timely and effective manner with excellent administration in client care (Application/Interview).
- A range of GCSEs, including English Language and Maths, or appropriate equivalent experiential learning (Application).
- Excellent planning and organisational ability (Application/Interview).
- Excellent spoken and written English (Application/Interview).
- Good levels of IT literacy using the Microsoft Office suite of applications (Application/Interview).
- Excellent interpersonal skills with people from all backgrounds including the general public and professional staff in organisations (Application/Interview).
- Diligence and commitment to see tasks through to completion. (Application/Interview).
- A degree of flexibility will be required (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working with volunteers, people with health conditions and/or disabilities (Application/Interview).
- Understanding local access to healthcare services in the region (Application/Interview).
- A level qualifications or appropriate equivalent experiential learning (Application).