UNIVERSITY OF LEICESTER

Job Summary

Job Title: Simulated Patient Coordinator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro rata if part-time
Department: Leicester Medical School
Hours/Contract: Full-time, or job share considered, Permanent
Job Family: Management and Administration
Reference: 13860

Role Purpose

To coordinate the Simulated Patient Centre and Simulated Learning provision on behalf or Leicester Medical School, the School of Allied Health Professions and, by agreement, NHS partners. This will involve coordinating a wide-range of simulation-based activities across stakeholders, liaising with NHS staff based in the various hospital and clinical sites and managing the activity of over 75 sessional staff acting as patient simulators for undergraduate and postgraduate medical and non-medical healthcare professional education.

This post will also support the process of Patient Simulator standardisation, working with stakeholders to develop processes and to improve delivery, ensuring that the pool of Patient Simulators meets the needs and requirements of all that use them.

Main Duties and Responsibilities
Responsible for the coordination of activity across a number of UoL and NHS sites, including the simulation unit at the Robert Kilpatrick Clinical Sciences Building (RKCSB), working collaboratively to meet the needs of Leicester Medical School (LMS) and University Hospitals Leicester (UHL). Act as the key contact for all issues relating to the provision of simulated learning. This includes coordinating the work of over 75 sessional patient simulators, and matching their contribution to the needs of a diverse range of educational activities within the LMS and liaising as necessary with UHL as a key stakeholder. Advising stakeholders as appropriate in respect of the operation and utilisation of simulation resource in line with school and university policy. Responsible for overseeing the coordination of simulation activities undertaken within the SC@LE unit and at other locations as required by LMS operational needs. Identifying sessional staff and matching of roles to specific educational objectives of each activity supported, including teaching and assessment and across the range of activity of LMS, working in particular with the School's Examinations Officers to ensure that demand for simulators to support OSCEs (Objective, Structured Clinical Examinations) and MMIs (Multiple Mini Interviews) are met. Using initiative and acting independently to ensure that provision is maintained in light of unexpected events. Developing performance measures, standardization processes and administrative processes whilst maintaining oversight of the quality of simulation provided to ensure that the needs of those using the facility are met and to drive continuous improvement. Maintain an adequate pool of sessional staff to act as simulators by reviewing current and forecast demand for simulation activities and anticipating future staffing requirements, taking a view at least a year in advance and taking account of budgetary constraints. Schedule and deliver auditions for the recruitment of new simulators to the pool of available staff and ensure that all appropriate recruitment processes are followed. Ensure that clear plans and timetables of activity are prepared and shared.

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Maintain records of the activity of sessional staff and ensure compliance with the financial reporting requirements of Health Education England (HEE) as set out in the Service Level Agreement (SLA) between HEE and LMS. Organise payments to staff according to the work undertaken, ensuring evidence of activity supports payments and liaising as appropriate with the School Finance Assistant. Keep detailed financial records of an overall budget in excess of £100,000 per annum and monitor expenditure, communicating with line manager and Operations Manager (Student Services) as necessary and ensuring that the available budget is not exceeded. Create financial reports and make recommendations for future budgetary allocation as part of the annual budget planning round.

Lead initiatives and projects to diversify recruitment and standardise the delivery across all sessional staff. Implement processes to manage feedback and to use feedback to implement additional training where required.

Internal and External Relationships

- Regular contact with the Head and Deputy Head of Operations and with Assessment academic leads drawn from across LMS and SoAHP
- Regular and close contact with senior NHS clinical simulation leads and technicians
- Working with staff in own department on a daily basis to ensure curriculum and assessment requirements for simulated patients are met
- Occasional contact with students – answering queries or directing them to appropriate source of information
- Liaising with stakeholders within the university and with outside organisations regarding the planning and delivery of simulation activity
- Liaising with freelance simulated patients regarding teaching requirements
- Attending regular school meetings and the annual clinical teachers' meeting
- Attending sessions with colleagues from other departments to maintain own continuing professional development.

Planning and Organising

- Planning and organising the work of a significant sessional staff, requiring forward planning over 6 – 12 months, to include identification of resource requirements and managing processes to recruit sufficient numbers to the pool of simulated patients
- Planning and organising own workload, taking a view several weeks in advance but with a mindful view of future timetabling needs and organising additional support from within the schools' resource where required
- Having the capacity to respond quickly to unforeseen circumstances and re-plan accordingly
- Design and maintain records of quality monitoring in respect of the delivery of simulation activity

Qualifications, Knowledge and Experience

Essential

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- A level, or a demonstrable body of work experience at an equivalent level
- Relevant experience in a role requiring a similar degree of service management and coordination of the activity of others*
- High standard of written and spoken English with minimum grade C / 5 in English and maths (or equivalent)
- Experience of working with a high degree of autonomy to plan, manage and deliver complex arrangements with multiple stakeholders*
- Experience of directing and managing the work of others, either through formal line management or virtual management / supervisory structures*
- Experience of working independently to provide a high-quality service without routine reference to external sources of guidance, making own interpretation and implementation of policy and procedures
- Experience of working in a busy environment with multiple lines of accountability and to tight deadlines

Desirable

- Experience of project management
- Previous management of pooled / sessional / bank staff

Skills, Abilities and Competencies

Essential

- Ability to work independently and to exercise sound judgement in meeting service needs*
- Good time management and organisational skills
- Excellent IT skills and the ability to use core Microsoft Office programmes (Excel, Word, Outlook)
- Aptitude with resource utilisation and budgetary analysis to inform planning
- Able to maintain operational leadership for a devolved area of responsibility, acting as subject matter expert on behalf of the organisation
- Able to understand and interpret own role and interpret this in light of the other requirements of the organisation, in order to proactively implement processes and suggest opportunities for improvement
- Able to work to tight deadlines whilst maintaining high standards, with the capacity to address unforeseen events as they arise*
- Ability to integrate with others, understanding a range of co-dependencies in a complex organisation, whilst maintaining interpersonal skills under pressure*
- Willingness to continue to develop professionally in order to deal with new challenges

Desirable

- Understanding of the Higher Education and / or NHS environment, particularly with regard to medical education

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

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If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.