Job Description

Job Title: Patient Coordinator

Reports to: Site Manager

Job Summary

The Patient Coordinator will be responsible for the day-to-day coordination and administration of the Clinical Research Site, ensuring the filing system are maintained for patient notes and the clinic notes are ready for the next day's clinic; as well as supporting the Site Manager with services coordination such as data entry, vendor management, purchasing, quality systems management, as well as clinic diary management and administration.

The Patient Coordinator is responsible for ensuring that the Clinical Research Site is a welcoming environment for our patients, ensuring they are always treated with dignity, privacy and safety as our number one priority.

There may be a requirement to work across local Panthera sites as required from time to time.

Key Responsibilities

Communication and Relationships

- Building key relationships with stakeholders, colleagues, clients, monitors, CRA's and patients
- Effective communication with the Panthera site team, including management of emails, phone calls etc
- Assisting RP's with admin preparation for clinical visits
- Supporting the team in the set up and management of clinical trials

Information & Data Quality/Collection

- Ensuring accuracy of data collection
- Ensuring accuracy and high quality of data input in to Panthera systems
- Ensuring patient notes are always complete and up to date
- Take personal responsibility for safeguarding and ensuring the quality of information for patients, clients and vendors
- Responding promptly to requests for information to support the Panthera team as required
- Contributing to communication materials including activity reports, presentations, Panthera promotional materials, such as posters and company newsletters.

Clinical Support

- Assisting were required with the ordering of clinic equipment and consumables.
- Ensuring clinicians have patient notes (paper files) available for each session.

Quality Management Systems and Processes

- The post-holder must consider and comply with all Panthera policies, procedures and initiatives including, but not limited to, quality standards, compliance and auditing requirements, confidentiality and information security.
- Reporting quality issues in accordance with Panthera SOP's.
- Adhering to policies and standard operating procedures, required by the Sponsor in the conduct of clinical trials.

The post holder will always operate with integrity and professionalism, complying with regulatory requirements in accordance with the following:

- ICH-GCP
- Health and Safety regulations
- All Panthera policies and procedures in particular reporting of quality issues
- Data Protection Act 2018/ GDPR 2018
- Ant-bribery and Corruption Act 2010
- Health & safety at work Act 1974
- Professional codes of conduct

Training

- Attend all mandatory training applicable to this post within the required timescales.
- Seek opportunities to develop own skills.
- Adapt to any changes in the requirements of new clinical trials, or amendments to the protocol on trials that are ongoing which may impact on clinic diaries.
- Attend any Sponsor or company training events as applicable.

Personal Development

- Actively participating in the annual Personal Development Review (PDR) process.
- Aspiration to work towards Management of a patient services team and support the Site Manager on as required.
- Able to work on own initiative without supervision, managing own workload and working independently as well as part of the Panthera team.
- Contribute to positive working behaviours and attitude.
- Commitment and passion to the development and delivery of clinical research.
- Take responsibility for ensuring targets and deadlines are met and an exemplar service is provided.

Promoting Equality and Reducing Inequalities

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment in which a variety of ideas, experiences and practice are valued, and where differences are respected and celebrated for the benefit of ourselves, Panthera and the communities we serve.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Description	Essential	Desirable	Assessment
Education/ Qualifications	• NVQ Level 3 in Business Administration or equivalent	Health related qualification	Application/Interview
Knowledge & Experience	• Ability to take detailed and accurate notes, • Processing complex information (data entry) • Communication at different levels within an organisation and externally	• Previous experience of clinical trials • RSA typing • Diary management	Application/Interview
Skills and Abilities	• Able to demonstrate attention to detail • Able to communicate effectively and politely through various means • Face to face communication essential • Able to balance competing priorities • Able to demonstrate active listening • Able to confidently promote research to patients and prospective volunteers	• Able to demonstrate competency in the following area's; • Management of multiple diaries • Soft skills - telephony	Application/Interview
Attitudes and Qualities	• Pro-active mind set • Motivated and keen to learn new skills • Flexible approach • Committed to improving quality through research • Able to demonstrate commercial awareness		Application/Interview