



**Job title: Floor Coordinator**

**Department: Clinical Services**

**Reporting to: Head Nurse**

**FURTHER PARTICULARS**

**Role description:**

You will report to the Head Nurse and work collaboratively with vets, nurses, care assistants and colleagues in other departments to meet the needs of patients and their families, improving the service delivery and patient journey.

This role plays key part of the organisation, working to ensure the smooth running of the surgical day. The Floor Coordinator is responsible for coordinating the clinical team and flow of patients through the hospital. This role heavily involves liaising with other departments in the hospital to plan procedures, triage emergencies, ensure patients are admitted and discharged appropriately and keep the patients' families updated.

Together we will demonstrate safe, clinical decision-making and expert care together with compassionate communication for patients referred to Fitzpatrick Referrals. You will be care driven, have excellent communication skills, exceptionally organised, thorough and be able to operate in a 24/7 team environment.

**Responsibilities and tasks:**

- To represent and promote the practice, its aims and values at all times
- Manage the flow of the surgical day by allocating resources effectively including nursing team, vets, care assistants, theatres and equipment
- Prioritise patient safety in all decisions
- Assist with facilitating triaging emergencies
- Liaise with colleagues from all departments including wards, rehabilitation, lab and reception to pass relevant information back and forth
- Arrange lunch breaks and appropriate cover for the nursing team
- Communicate effectively with colleagues regarding your plan and keep everyone informed of any changes
- Communicate with reception regarding patient updates and owner plans for admits/discharges
- Assist the leadership team in monitoring and auditing efficiency across the practice, implementing changes when needed, to optimise efficiency.
- In addition to your main duties you will be required to carry out such other duties consistent with your position to meet the needs of the business and as the Company may from time to time require

## PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> <li>• Experience of working in a busy operations environment</li> <li>• Experience co-ordinating people and/or operational workflow</li> </ul>	<ul style="list-style-type: none"> <li>• Some work in a veterinary environment would be advantageous</li> <li>• Some knowledge and understanding of management of clinical cases in a veterinary environment is desirable</li> </ul>
Personal skills and characteristics	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Ability to work on own initiative</li> <li>• Exceptional coordination and organisational skills</li> <li>• Great time management skills</li> <li>• Ability to work under pressure and manage conflicting priorities</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Right to work in the United Kingdom</li> </ul>	
Values	<ul style="list-style-type: none"> <li>• Integrity – We always endeavour to do the right thing</li> <li>• Innovation – We challenge ourselves to develop new and better ways to solve problems</li> <li>• Care – We care passionately about what we do</li> <li>• Education – We are totally committed to learning and sharing knowledge and information</li> <li>• Community – We work best when we work as a team</li> </ul>	