



Falkland Islands Government – Job Description

Job Title:	Medical Coordinator		
Department:	Health & Social Services	Section:	Administration
Reports to:	Practice Manager and Overseas Medical Coordinator		
Grade:	Falkland Islands Government Grade – F	Job Code:	TBA

Overall Purpose of the Role:

To assist, and in times of absence, provide cover for, the Overseas Medical Coordinator and Practice Manager to enable them to meet their agreed aims and objectives within an efficient, safe and effective working environment, whilst maintaining the highest standards of confidentiality and probity.

Key Role Activities:

- Co-ordinate the operation of the immigration medical process which will involve working with key personnel both internally and externally to ensure that the process operates efficiently and effectively..
- Assist with coordinating emergency medical evacuations in conjunction with the Chief Medical Officer; taking the lead in the absence of the MTO Coordinator once trained to do so. This will include liaison with multiple agencies including the MoD, aeromedical evacuation flight provider, overseas hospitals and local companies.
- Participate in the on-call rota for emergency medical evacuations.
- Ensure fees and charges are correctly levied and reflect the correct entitlement for services provided and that they are collected as necessary when paid for at KEMH reception.
- Assist with arranging routine medical treatment overseas (MTO) for patients as necessary, this includes but is not limited to arranging flight bookings, accommodation and liaising with overseas hospitals regarding patient care in accordance with the MTO policy.
- Assist the Overseas Medical Co-ordinator with briefing patients prior to going on MTO regarding arrangements, eligibility of allowances, details of appointments and contacts in the UK.
- In the absence of the Practice Manger arrange and chair Practice meetings and produce a summary report of such meeting, ensuring actions are completed and implemented as necessary.
- Implement a system for medical students to carry out electives in the KEMH and similarly manage the rota for visiting GP's working on any agreed international work-placement program and modify and adapt as situations arise a successful programme of visits.
- Coordinate the Continuous Professional Development (CPD) programme for the KEMH and ensure sessions are properly recorded on the necessary record systems.



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- Coordinate Health Promotion activities during the annual programme of events for Primary Care.
- Provide general administrative support to the Overseas Medical Co-ordinator and Practice Manager, including providing cover during times of absence.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

This job description covers the major areas of practice management but the requirements of the role are constantly changing. The role would therefore be ideal for a self-driven, dynamic, organised and forward-thinking individual.

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Medical Coordinator		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
At least 5 years' relevant work experience in administration or operational roles	✓		A/I/R
Excellent written and spoken English, along with the ability to communicate effectively at all levels	✓		A/I/R
Excellent organisational skills	✓		A/I/R
Ability to work in a complex environment and cope with changing deadlines and workload demands	✓		I/R
Excellent analytical and problem-solving skills and a pragmatic approach to service delivery	✓		I/R
Excellent customer care and interpersonal skills, including the ability to deal with sensitive situations in a calm and effective manner	✓		I/R
Ability to multitask and meet deadlines and effectively prioritise workload	✓		I/R
A good level of experience in the use of ICT packages such as Word, Excel, Outlook, etc.	✓		I/R
Experience of working in a healthcare setting		✓	A/I
Familiar with working with a computerised medical record system		✓	A/I
Personal Attributes:			
Clear understanding the importance of maintaining patient and data confidentiality	✓		I/R
Possesses a 'can do' attitude	✓		I/R
An aptitude for dealing with potentially difficult or demanding situations in a reassuring manner	✓		I/R
Calm, resilient and maintains a professional approach at all times	✓		I/R
Adaptable to situations and able to deal with people of all capabilities and attitudes	✓		I/R
Self-motivated, driven and forward thinking with the ability to identify areas for improvement and development	✓		I/R



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Person Specification:	Medical Coordinator		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training:			
NVQ 3 or equivalent in a relevant subject matter	✓		A
Educated to GCSE Grade C or above in English and Maths	✓		A
ECDL or equivalent level of computer literacy	✓		A
Level 2 Safe Guarding certificate or equivalent knowledge of safeguarding practices	✓		A/I
NB. Equivalent combinations of educational qualifications and experience may be considered.			
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form

I - Interview

R - Reference