

JOB DESCRIPTION

|  |  |
| --- | --- |
| **JOB DETAILS** | |
| **Job Title** | Appointment Slot Administrator |
| **Reports to** | Service Coordinator |
| **Band** | Band 3 |
| **Department/Directorate** | West of England Eye Unit, Surgical Services Division |

|  |
| --- |
| **JOB PURPOSE** |
| * Support the Service Co-Ordinator & Administration Line Managers by:   + Coordinating a professional, efficient and effective reception and appointment booking service to patients and visitors in accordance with Trust policies and standards   + Coordinating an organised and efficient clinical Outpatient timetable   + Setting up and altering clinics as required and coordinating room availability * Ensure all referral processes, pending lists, reminder service reports, appointments and enquiries are dealt with in an efficient and timely manner and escalate to senior manager as appropriate * Undertake general clerical duties to maximise all available outpatient capacity in an appropriate way * Ensure all information is secure and confidentiality of information is maintained at all times * Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy * Ensure the professional image of the Trust is maintained at all times |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **Administrative functions**   * To ensure outcomes are recorded timely and follow up appointments are made where appropriate * Monitor clinics daily to ensure full utilisation of slots and escalate any issues to the Service Co-ordinator * To be responsive to requests for urgent appointments and escalate any issues with providing these slots to the Service Co-ordinator and/or management team if appropriate. * Monitor pending lists and action any Appointment Slot Issue requests ensuring all patients are booked within waiting times and breach dates. * Set up ad-hoc, irregular and new consultant clinics and ensuring the relevant teams are made aware of additional slots. * Ensure the team are notified of additional, new and/or late clinics and appointments. * Contact patients whose appointments need to be changed and advise all relevant persons of the alterations. * To liaise with Consultants to ensure referral grading is undertaken on a daily basis. * To liaise closely with medical secretaries and provide specialist knowledge where necessary. * To understand the outpatient waiting list and ‘Referral to Treatment’ (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy. * Use multiple computer systems as required within the department such as Epic, NHS E-referrals and Medirota. * Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC in line with Trust Information Governance policy. * Maintain health records and patient files in line with Trust Health Records Policy. * To use own initiative to prioritise daily workload of self and team to meet the changing demands of the service.   **Governance**   * Undertake training as required to maintain competency/comply with trust policies. * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal. * Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures.  Additional Responsibilities  * The post holder will be expected to carry out any other duties as required, commensurate with their pay band. * The post holder will be required to facilitate and support new starters to carry out their role. * The post holder will understand the limitations of the role and how to access support. |
| **KEY WORKING RELATIONSHIPS** |
| |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Administrators, Services Manager / Administrative Line Manager * Team Leader * Consultants and other members of the medical team. * GPs * Divisional Management team * Senior Nursing staff and other ward staff * Other members of the multi-professional clinical team. * Health Records & IM&T Departments * Administration and secretarial teams across the Trust. * Central Support Team | * Patients and their relatives * All Other Healthcare Providers | |  |  | |  |  | |  |  | |

|  |
| --- |
| **ORGANISATIONAL CHART** |
|  |
|  |
| **FREEDOM TO ACT** |
| * To use own initiative to prioritise daily workload of self and team to meet the changing demands of the service. * Escalate more complex queries, providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result. * Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team. * Have a flexible approach to working hours to meet the demands of the service. * The post holder will understand the limitations of the role and how to access support. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Maintain direct contact with clinicians and senior managers to ensure clinics run smoothly with maximum capacity and appropriate bookings. * Make and receive telephone calls both external and internal according to Trust standards. * Take messages, ensuring they are actioned and/or received by the correct recipient. * Communicate effectively including discussion and written communication. * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance * Provide excellent customer care, in a calm and professional manner – some situations may be challenging. * Organise and/or support meetings through effective communication. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To assist other members of the admin team in the delivery of a high-quality service. * Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Monitor clinics daily to ensure full utilisation of slots and escalate any issues to the Service Co-Ordinator for Ophthalmology. * To ensure outcomes are recorded timely and follow up appointments are made where appropriate. * Set up ad-hoc, irregular and new consultant clinics and ensuring the relevant teams are made aware of additional slots and linked to NHS E-Referral Service if needed. * Contact patients whose appointments need to be changed and advise all relevant persons of the alteration. * To understand the outpatient waiting list and Referral To Treatment (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy. |
| **PATIENT/CLIENT CARE** |
| * Conduct reminder calls to patients, rearranging appointments where necessary in order to prevent non-attendances. * Input clinical correspondence onto hospital systems. * Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner. * Process and register referrals, booking outpatient appointments as required and in line with the Trust’s Elective Access Policy. * Booking diagnostic tests, or elective admissions, as directed and in line with the Trust’s Elective Access Policy. * Collate required patient information at the request of clinical teams. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Contribute to the NHS service improvement/modernisation agenda e.g. service redesign. * Work as part of the team in developing processes within the department to meet the demands of a growing service. * Participate in team and directorate meetings as required. * Contribute to audits regarding departmental procedures. * Have a flexible approach to working hours to meet the demands of the service. * Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas. * Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service. |
| **HUMAN RESOURCES** |
| * Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleague. * Assist volunteers in the department. * Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role. * Undertake training as required to maintain competency/comply with trust policies. |
| **INFORMATION RESOURCES** |
| * Input and access information on hospital information systems as required. * Use patient databases, inputting data and editing entries as required. * Record and capture patient information appropriately and in line with Standard Operating Procedures. * Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately. |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to Audits regarding departmental procedures |
| **PHYSICAL SKILLS** |
| * Use multiple computer systems as required within the department such as EPIC, NHS E-referrals, Medirota. * Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy. * Maintain Electronic Patient System (EPIC) and patient records files in line with Trust Health Records Policy. |
| **PHYSICAL EFFORT** |
| * Frequently sitting at computer for long periods. * Frequent use of telephone and headset. * Very occasional light physical effort by moving equipment. |
| **MENTAL EFFORT** |
| * Requirement for concentration and attention to detail when reviewing and patient pathways. |
| **EMOTIONAL EFFORT** |
| * To undertake work involving the patient pathway which may include sensitive or complex circumstances. |
| **WORKING CONDITIONS** |
| * Challenging behaviour and VDU use. |
| **OTHER RESPONSIBILITIES** |
| * Take part in regular performance appraisal. * Undertake any training required in order to maintain competency including mandatory training, e.g. Fire Safety. * Contribute to and work within a safe working environment. * You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection. * As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.   You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

|  |  |
| --- | --- |
| **Job Title** | Appointment Slot Administrator |

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Minimum of 3 qualifications to include GCSE grade Maths and English A-C/4-9 or demonstratable equivalent experience  NVQ Level 3 Business Admin or equivalent experience | E  E |  |
| **KNOWLEDGE/SKILLS**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of EPIC (EPR) or equivalent information system  Analytical skills & ability to problem solve  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | D  D  D  D |
| **EXPERIENCE**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Previous reception experience or dealing with the general public | E | D  D |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E | D |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y | R |  |  |  |
| Mental Effort | Y |  | O |  |  |
| Emotional Effort | Y |  | O |  |  |
| Working in isolation | Y | R |  |  |  |
| Challenging behaviour | Y |  | O |  |  |