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| **JOB DETAILS** | |
| **Job Title** | Booking Clerk |
| **Reports to** | Admin Line Manager/Team Lead |
| **Band** | 2 |
| **Department/Directorate** | Central Outpatients Team |

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| **JOB PURPOSE** | | |
| * To provide an efficient and responsive patient administration and appointment booking service, in accordance with Trust policies and standards relating to confidentiality and customer care. * To manage a large volume of calls daily using the Open-scape Contact Software system. * Use multiple computer systems as required within the department such as MYCARE, NHS E-Referral Service and MS Office applications to utilise all available outpatient capacity in an appropriate way. * Actively take part in implementing, maintaining and improving the department’s computer systems and the processes required to meet the demands of the new technology. * Ensure that the professional image and high standards of the Trust are maintained at all times. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Patients and relatives * Administration and secretarial teams across the Trust * Departmental Team Leaders/Line Managers * Central Support Team * Directorate and Service Managers * Directorate Slot Administrators * GPs and PCT practice staff * Clinicians * Nursing staff * Medical Records staff * Investigation teams * Other healthcare professionals | | |
| **ORGANISATIONAL CHART** | | |
| Admin Service Manager  Admin Line Managers  Team Leader  Vacancy | | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| For each of the following give examples: | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| 1. Use the Open-scape system to take large volumes of calls daily. 2. Answer the telephone promptly in a polite and helpful manner. 3. Provide information and have contact with possible distressed/anxious patients treating them with tact and sympathy. 4. Liaise regularly with reception teams /secretary’s 5. Liaise regularly with Slot Administrators to fill clinics they have assigned for you 6. Liaise with GP surgeries, DRSS and other hospital colleagues. 7. Liaise with the appropriate department regarding clinic bookings if incorrectly put through. 8. To regularly communicate with colleagues within the department to ensure the workload is completed daily 9. Contribute to a friendly and responsive appointment booking service 10. To send and answer emails in a polite and helpful manner adhering to scripts provided to patients and colleagues trust wide and externally. 11. To ensure every patient booked by the department is contacted via Email or telephone to inform them of their appointment to avoid any missed appointments 12. Ensure all patient information is up to date and correct at each encounter. 13. Report issues and incidents of distressed patients to upper management | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| * Be able to use judgement and initiative to deal with complex, difficult situations and anxious patients. * Provide advice and information on departmental procedures, appointment and clinic arrangements on a one to one basis with patients. * Actively monitor and identify potential breaches and escalate to resolve any future problems. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| 1. Use multiple IT systems to maintain accurate and comprehensive records of patient details, referral sources, investigations, appointments, cancellations, DNAs etc on the computerised systems, namely MYCARE and NHS E-Referral Service, to track and book patients appropriately (arranging any tests or extra information required) within national wait times. 2. Ensure patient information is recorded accurately and promptly onto the appropriate system and any phone calls, emails are dealt with efficiently. 3. Raise slot capacity and escalate any issues to team leader or slot administrator. 4. Monitor waiting lists and book all patients ensuring they are booked within the 14day cancer target. 5. Escalate any patients who cannot be booked within the 14-day cancer target with Trust Wide Slot Administrators. 6. To ensure all relevant tests are booked with other departments prior to outpatient appointment if appropriate. 7. Cancel clinics and re-negotiate the appointment with patients by telephone where required, in a sympathetic and helpful manner. | | |
| **PHYSICAL SKILLS** | | |
| * Light physical effort, frequent requirement for sitting in a restricted position for a substantial proportion of the working day. * Keyboard use * Telephone headset being worn for the whole day | | |
| **PATIENT/CLIENT CARE** | | |
| * contact will be over the telephone | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| * Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies. * Work as part of the team in developing processes within the department to meet the demands of a growing service. | | |
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| **HUMAN RESOURCES** | | |
| * Assist in the training and help new members of staff acclimatise to their new role. * To provide cover in periods of absence as directed by department manager. | | |
| **INFORMATION RESOURCES** | | |
| * Use multiple IT systems to maintain accurate and comprehensive records of patient details, referral sources, investigations, appointments, cancellations, DNAs etc on the computerised systems, namely MYCARE and NHS E-Referral Service, to track and book patients appropriately (arranging any tests or extra information required) within national wait times. | | |
| **RESEARCH AND DEVELOPMENT** | | |
| n/a | | |
| **FREEDOM TO ACT** | | |
| * is guided by standard operating procedures | | |
| **OTHER RESPONSIBILITIES** | | |
| To take part in regular performance appraisals annually.  To Attend regular 1-1 meetings to discuss performance according to the probationary policy   1. There will be a requirement to have a flexible approach to working hours to meet the demand for the service; this may include some evening and weekend work. 2. Cross covering wider teams within the central outpatient support teams 3. The postholder will be required to facilitate and support new starters to carry out their role 4. The postholder will be expected to carry out any other duties as required, commensurate with their pay band. 5. To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling 6. To contribute to and work within a safe working environment   The post holder is 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. | | |
| **APPLICABLE TO MANAGERS ONLY** | | |
| **Quality and User Involvement**   * Wherever possible and appropriate seek the involvement of service users and PPI team in service planning and monitoring. * Create a positive environment that promotes patient involvement at all levels. * Act upon findings of internal or external audits to continuously improve the quality of the service. * Addressing both verbal and written complaints in a timely, sympathetic and professional manner. * Work to ensure specialty based induction for clinical and non-clinical staff is embedded in departments. | | |
| **THE TRUST- VISION AND VALUES** | | |
| * **Compassion** * Being kind to ourselves and others, showing empathy, sincerity and understanding * Meeting the needs of others – putting ourselves in others’ shoes * Treating patients, their families and each other with care and consideration * Taking time to engage, support, listen and act without judgement * **Integrity** * Being open and honest * Being reliable and trustworthy * Having the courage to speak up when things go wrong * Being responsible, accountable and learning from mistakes * Questioning actions that are inconsistent with our Trust values * **Inclusion** * Valuing and celebrating individual differences so we feel like we belong and can bring our whole selves to work * Respecting different people’s needs, aspirations, priorities, abilities and limits * Being willing to listen to different views and opinions so all our voices count and are heard * Being aware of the impact of our own behaviour on others * Listening and taking action to ensure equity for everyone * **Empowerment** * Being trusted and making the best use of resources entrusted to us * Having the freedom to act and make decisions within clear guidelines * Being able to share our ideas and have our say * Sharing our expertise and honest feedback to support our colleagues to learn and grow * Encouraging and celebrating those who innovate and go the extra mile for our patients and colleagues * Supporting our patients to have greater autonomy over decisions and actions affecting their health * We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients. * We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing. * We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | | |
| **POST** | Booking Clerk | |
| **BAND** | 2 | |

Each element of the person specification must relate to the work set out in the job description. The person specification should make very clear the minimum level of knowledge, skills and experience required.

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| **Requirements** | **Essential OR Desirable** |  |
| **QUALIFICATIONS/SPECIAL TRAINING:**  Minimum GCSE grade 1-4 (A-D) equivalent in English and Maths  OR NVQ’s Equivalent  MYCARE Outpatients or equivalent information system | **E**  **D** |  |
| **KNOWLEDGE/SKILLS/ABILITIES:**  Working knowledge of Microsoft Office packages – including Outlook, Word, Excel  Excellent verbal communication skills including efficient and exceptional telephone manner  Knowledge of outpatient procedures across secondary care  Knowledge of the Trust systems including NHS E-Referral Service, MYCARE  Knowledge of issues of working with confidential information and understanding of need for confidentiality  Basic Medical terminology | E  E  D  D  E  D |  |
| **EXPERIENCE:**  Proven clerical experience including organising day to day tasks  Handling a large number of emails and office tasks  Handling a large number of incoming telephone calls in a Booking Centre environment  Experience of inputting accurate and timely data into computer systems | E  D  E  E |  |
| **PERSONAL REQUIREMENTS:**  Frequent requirement for concentration  Flexible approach to working hours / being able to stay on to help the team  Able to follow Trust policies and procedures  Ability to work as part of a team including implementing and improving processes  Able to offer a sympathetic & understanding approach to patients & their relatives, especially when dealing with sensitive and complex issues  Ability to deal with challenging behaviour/patients in distress | E  E  E  E  E  E |  |
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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N/a |  |  |  |  |
| Contact with patients | N/a |  |  |  |  |
| Exposure Prone Procedures | N/a |  |  |  |  |
| Blood/body fluids | N/a |  |  |  |  |
| Laboratory specimens | N/a |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N/a |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N/a |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N/a |  |  |  |  |
| Animals | N/a |  |  |  |  |
| Cytotoxic drugs | N/a |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N/a |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N/a |  |  |  |  |
| Dusty environment (>4mg/m3) | N/a |  |  |  |  |
| Noise (over 80dBA) | N/a |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N/a |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | √ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort - Keyboard skills | Y |  |  |  | √ |
| Mental Effort | Y |  |  |  | √ |
| Emotional Effort | Y |  | √ |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | √ |  |