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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Waiting List Coordinator |
| **Reports to** | Team Leader / Admin Line Manager |
| **Band** | AfC Band 3 |
| **Department/Directorate** | Medical Division – Tiverton Hospital Endoscopy unit |

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| **JOB PURPOSE** | |
| * To provide an efficient and effective service as part of the Endoscopy Waiting List Team. This will include scheduling patients for procedures, liaising with the senior clinical and management teams to resolve any queries, and highlighting any issues where appropriate. * To update the pathway validation and work with the Pathway Validation Coordinator to sort queries. * To present a positive impression of the team and the service. * To provide administrative support to the other members of the Endoscopy Team. | |
| **KEY WORKING RELATIONSHIPS** |  |
| The post holder will be required to work closely with:   * Endoscopy management * Administrative staff within Endoscopy and other services * Clinical teams including consultants, registrars, specialist nurses. * External organisations/providers | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * To provide an efficient and effective service maintaining Endoscopy waiting lists. * To multi-task during times of increased demand, managing one’s own time effectively to ensure that all work is completed in a timely manner, ensuring consistent communication with the Team Leader. * To be responsible for high levels of accuracy and attention to detail at all times. * To ensure booking systems are compliant and managed within the Trust’s Waiting List Policy. * To collate all relevant information regarding each list, including staffing rotas and bed availability, liaising with various members of the Endoscopy team. * To co-ordinate and organise the admission of patients for their Endoscopy procedures in accordance to the waiting list booking rules. This involves liaising with patients to identify a suitable date, informing the patient of all relevant pre-procedural information, carrying out checks to ensure suitability for the procedure, and sending all documentation to the patient following this. * To show empathy when speaking with patients, adapting to the needs of the patient, remaining calm at all times, even when faced with challenging behaviour, and knowing that any concerns can be escalated to the management team to take forward. * To inform other members of the team of any cancelled lists. * To monitor waiting lists using EPIC (electronic patient record) and liaise with the Team Leader about any potential breaches that may occur. * To validate waiting lists at agreed regular intervals. * To assist with any process changes within the service, raising requests for assistance from other Trust teams where required. * To participate in initiatives around patient choice. * To be aware of all national and local targets pertaining to waiting lists. * To create and distribute lists, continuously updating as required. * To send admission letters to patients, including any relevant procedural documentation. * To record details of patients on the EPIC system (electronic patient record) accurately in accordance with the Health Records Policy. * To prioritise daily workload to meet the changing demands of the service. * To ensure the security and confidentiality of patient records is maintained at all times as per the Trust’s Information Governance Policy. * To ensure that the work area is kept clean and tidy at all times. * To attend training courses, meetings etc as required. * To provide administrative cover at times of staff absence, at the request of the Team Leader, including Reception. * To deal with incoming and outgoing telephone calls in a courteous and professional manner, dealing with them appropriately and in a timely way. * Any other duties, deemed necessary for the provision of the service, and appropriate to the grade, as required by the service. * To attend and contribute to regular team meetings as required and ensure adherence to Trust Health and Safety training. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * Communicate clearly, effectively and compassionately with the multidisciplinary team, patients and their family, visitors or carers, in line with the Trust’s values. * Ensure the professional image of the Trust is maintained at all times * Manage and answer telephone calls related to the service in a courteous and prompt manner, taking telephone messages and passing on written or verbal information to patients. Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover. * Act as a point of contact for the department or specialty, dealing with queries and passing on relevant information to appropriate team members as required. * Receive and respond to email queries, monitoring, managing and triaging email correspondence to generic inboxes and pools within Epic for the speciality within agreed timescales * Efficient preparation and processing of patient correspondence and other non-clinical documentation. * Maintain direct contact with clinicians and senior managers to ensure services 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 * To be responsive to administrative requests from service users and escalate any issues to the Admin Line Manager and Cluster Manager if appropriate * Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines * Respond to complaints where appropriate, escalating to your Line Manager if unable to resolve | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * To work with the team to ensure adequate cover is in place during periods of leave * To ensure outcomes are recorded timely and follow up appointments are made where appropriate * Contact patients whose appointments need to be changed and advise all relevant persons of the alterations * To understand the day case 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 | |
| **PHYSICAL SKILLS** | |
| * Use multiple computer systems as required within the department such as EPIC, NHS E-referrals, CRIS * 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 health records and patient files in line with Trust Health Records Policy | |
| **PATIENT/CLIENT CARE** | |
| * Input clinical correspondence onto hospital systems * Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner. * Booking diagnostic tests, or elective admissions, as directed and in line with the Trust’s Elective Access Policy. | |
| **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. * Contribute to service improvement/service redesign as required * Participate in team and directorate meetings as required * Contribute to audits regarding departmental procedures * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas | |
| **HUMAN RESOURCES** | |
| * Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues * Assist with on the job training of new staff when appropriate * 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. | |
| **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. * To liaise closely with service administrators (medical secretary) and provide specialist knowledge where necessary * 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 | |
| **OTHER RESPONSIBILITIES** | |
| * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * 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 * The post holder will be expected to carry out any other duties as required, commensurate with their pay band   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** | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust values. Our Trust values are:  Compassion  Inclusion  Integrity  Empowerment  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. | |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Service Administrator |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING:**  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent experience in Maths and English  NVQ Level 3 in Business Admin or equivalent level of experience  ECDL, CLAIT or equivalent level of experience | **E**  **E**  **D** | **E**  **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 a EPIC / PAS or equivalent information systems  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 | **D**  **D**  **E**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D**  **D**  **E**  **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **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** | **E**  **E**  **E** |
| **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**  **D**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIRMENTS**  Flexible approach to shift patterns and location, including flexibility regarding working hours (e.g. early mornings, evenings and weekends).  Some roles require additional levels of checks as part of the employment process i.e. roles which come into contact with children, vulnerable adults or their families. | 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 |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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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 |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **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 |  |  |  |  |
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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 | N |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |