

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Waiting List Coordinator |
| **Reports to** | Team Leader/Admin Line Manager |
| **Band** | Band 3 |
| **Department/Directorate** | Cardiology, Medical Directorate |

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| **JOB PURPOSE** |
| * To provide an efficient and effective service as part of the Cardiology Waiting List Team. This could include scheduling patients for procedures, liaising with the senior clinical and management teams to resolve any queries, and highlighting any issues where appropriate. * To present a positive impression of the team and the service. * To provide administrative support to the other members of the Cardiology Team. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will:   * To provide an efficient and effective service maintaining Cardiology 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 lab session, including staffing rotas and bed availability, liaising with various members of the Cardiology team. * To co-ordinate and organise the admission of patients for their cardiac 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 cath lab procedural 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, lectures, 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. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Medical Directorate    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Consultants * Nursing teams * Admin Line/Service Managers * Cluster/Support Managers * Divisional Management Team * Other members of the multi-professional clinical team * Health Records & IM&T Departments * Administration and secretarial teams across the Trust * Central Support Team | * Stakeholders * Colleagues at Other Trusts * GPs * Patients and their relatives | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Use own initiative to prioritise daily workload of self and team to meet the changing demands of the service. * Escalate more complex queries to relevant manager or team leader, managing the patient’s expectations by 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. * 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. * Understand the limitations of the role and how to access support. |
| **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. * 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. * Receive and respond to email queries in line with Trust’s Email Best Practice guidance, monitoring, managing and triaging email correspondence to generic inboxes and pools within EPIC for the speciality within agreed timescales. * Prepare and process 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 * Provide excellent customer care, in a calm and professional manner – some situations may be challenging. Challenging behaviour from patients or relatives, distressed patients, language barriers e.g. where English is not a first language. * 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. * Communicate complex information and provide support to both clinical and administrative staff to resolve and correct patient tracking issues. There may be barriers to understanding complex patient pathways. * The post holder may need to negotiate with consultants and other teams to organise additional sessions to provide the best service to patients. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Assist other members of the administration team in the delivery of a high-quality service. * Respond to administrative requests from service users and escalate any issues to the Management Team 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 the Line Manager if unable to resolve. * Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team. * 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. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Work with the team to ensure adequate cover is in place during periods of leave. * Organise and/or support meetings through effective communication. * Set up ad-hoc, irregular cath lab sessions and ensuring the relevant teams are made aware of additional slots. * Contact patients whose admission date needs to be changed and advise all relevant persons of the alterations. * 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 TCIs where necessary in order to prevent non-attendances. * Send correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner. * Book 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** |
| * 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 * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * 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 colleagues. * 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. * Act in a supervisory capacity to a team of admin staff including allocating work, resolving straight forward staffing issues and sharing best practice, when required. |
| **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. * Use multiple computer systems as required within the department such as EPIC, NHS E-referrals, CRIS, medcon. * 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 in line with Trust Health Records Policy. |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to audits regarding departmental procedures. |
| **PHYSICAL SKILLS** |
| * Standard keyboard skills are needed for data entry and day-to-day processing. |
| **PHYSICAL EFFORT** |
| * Prolonged sitting and keyboard work. * Light manual handling. |
| **MENTAL EFFORT** |
| * Frequent concentration for tasks such as booking TCIs and reviewing of admission letters. * Prolonged concentration may be needed for reviewing of PTL (patient tracking lists). * There will be unpredictable work patterns/interruptions from medical staff and colleagues. |
| **EMOTIONAL EFFORT** |
| * Potential exposure to distressed and aggressive patients over the phone. * Frequent indirect exposure to distressing circumstances by typing letters and reports, and receiving patient notes. * There may also be contact with terminally ill patients. |
| **WORKING CONDITIONS** |
| * VDU use * Dusty conditions in storage areas |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  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. |

PERSON SPECIFICATION

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| **Job Title** | Waiting List Coordinator |

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| Requirements | Essential | Desirable |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Minimum of 2 qualifications to include GCSE grade A-D/5-9 | ✓ |  |
| Level 3 qualification (e.g. A Levels, NVQ L3) or equivalent demonstrable experience | ✓ |  |
| **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 including demonstrating empathy & sensitivity to patients and relatives |  | ✓ |
| Ability to promote good working relationships (staff, patients, relatives) | ✓ |  |
| Extracting information / Listening Skills | ✓ |  |
| Ability to handle complex enquiries |  |  |
| Ability to deal with challenging behaviour | ✓ |  |
| Ability to provide excellent customer care | ✓ |  |
| Knowledge of IT databases and comprehensive PC skills (Microsoft office) | ✓ |  |
| Knowledge of a EPIC or equivalent hospital information system |  | ✓ |
| Analytical skills & ability to problem solve |  | ✓ |
| Proven strong administration skills | ✓ |  |
| Excellent telephone manner | ✓ |  |
| Knowledge of Trust procedures |  | ✓ |
| Able to work independently, with minimum supervision |  | ✓ |
| **EXPERIENCE** |  |  |
| Previous administration experience | ✓ |  |
| Work experience gained in an NHS/clinical environment e.g. hospital, GP surgery, CCG |  | ✓ |
| Previous experience of dealing with the general public |  | ✓ |
| **PERSONAL ATTRIBUTES** |  |  |
| Enthusiastic, highly motivated & committed to delivering great customer service | ✓ |  |
| Understand team work and work within a team | ✓ |  |
| Resilience skills, including the ability to remain calm and professional in a busy environment | ✓ |  |
| Empathetic, but able to understand professional boundaries | ✓ |  |
| An adaptable approach to work |  |  |
| Commitment to continual development to including relevant new systems, policies and procedures | ✓ |  |
| **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. | ✓ |  |
| 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. | ✓ |  |

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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 | Y |  |  |  |  |
| 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) | Y | X |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | X |  |  |  |