***“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** | Appointment Slot Administrator |
| **Reports to** | Admin Line Manager |
| **Band** | 3 |
| **Department/Directorate** | Central Outpatient Support Team/OSU |

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| **JOB PURPOSE** | | |
| * Setting up and altering clinics as required from the rota provided * Checking all aspects of the waiting lists to ensure clinics are fully utilised * Coordinating a professional, efficient approach to appointment booking capacity in accordance with Trust policies and standards * 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 * Provide data to the admin line managers to help with clinic planning * Ensure the professional image of the Trust is maintained at all times * Working with other teams that may come under a cancer pathway ( 2ww) to ensure all patients are booked in accordance with RTT. * Escalate any issues with providing these slots to the Admin Line Manager and Cluster Manager if appropriate | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| Admin Line Managers Booking Clerks, Consultants, Cluster Support and Cluster managers, Rota coordinators, service managers, secretary’s , validators , booking clerks , receptionists | | |
| **ORGANISATIONAL CHART** | | |
| E-Referral Service Manager  E-Referral Support Manager or Admin Line Manager  Team Leader  Vacancy | | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| Attend Forward planning meetings to gain 6 weeks of scheduling  Collate outpatient schedules and input to epic system  Problem solve any capacity issues within the departments  Assist the booking clerks to fill and cancel clinics where appropriate | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| Essential written and verbal skills are required for this post due to the volume of emails and patient contact required for this role. Knowledge of teams and outlook and excellent phone manner are very important to this post. | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| Ability to use own judgement and work with own initiative is key to this role as it involves decisions to be made regarding patient priority | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| Strong administration skills are required for this post with a background in planning is desirable but not essential. Proficient excel skills, word and EPIC. | | |
| **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 some of the day | | |
| **PATIENT/CLIENT CARE** | | |
| * All patient care is remote , we do not have face to face communication with patients. | | |
| **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** | | |
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| **FREEDOM TO ACT** | | |
| * is guided by standard operating procedures | | |
| **OTHER RESPONSIBILITIES** | | |
| To take part in regular performance appraisal each year and regular 1-1 meetings to discuss performance.  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.  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  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. | | |
| **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:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  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** | Appointment Slot Administrator | |
| **BAND** | 3 | |

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** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING:**  Minimum GCSE grade 1-4 (A-D) equivalent in English and Maths  ECDL or RSA I or equivalent experience of using computers  NVQ IIin Administrationor equivalent  MYCARE Outpatients or equivalent information system | E | D  D  D |
| **KNOWLEDGE/SKILLS/ABILITIES:**  Working knowledge of Microsoft Office packages – including Outlook, Word, Excel; pivots and spreadsheets  Excellent verbal communication skills including efficient and understanding telephone manner  Ability to deal with members of a multidisciplinary team  Knowledge of outpatient procedures across secondary care  Advanced keyboard skills; ability to use multiple systems requiring speed and accuracy.  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  E | D  D  D  D  D |
| **EXPERIENCE:**  Previous healthcare experience (dealing with members of the public on day to day basis)  clerical experience including organising day to day 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  E | D  D |
| **PERSONAL REQUIREMENTS:**  Frequent requirement for concentration  Flexible approach to working hours  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 | 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 |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
|  | | | | | |
| **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 |  |  |  |  |
|  | | | | | |
| **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 |  |  | √ |  |