

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Clinical Booking Co-ordinator |
| **Reports to**  | Senior Team Leader |
| **Band**  | Band 3 |
| **Department/Directorate**  | Outpatients Department, Planned Care |

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| **JOB PURPOSE**  |
| The post holder will be responsible for co-ordinating and undertaking the full range of administration and booking processes for Clinical Management Centre in accordance with Patient Access Policy and Trust standards.The Clinical Booking Co-ordinator will be based at Devonshire House, Pottington, this is off the main site of North Devon District Hospital.The post holder will be responsible for high quality customer service given to all patients and recording of information on the electronic healthcare record, as well as other systems in use. This includes any comments relating to the appointment or any offers made to the patients ensuring that all the data entry is accurate and complete. This will include if a patient has declined appointments or wishes to delay treatment follow the process for clinical review to the consultants.This will include the booking of all outpatient appointments for New and Follow up patients in adherence with speciality booking processes and following the relevant standard operating procedures. Ensuring maximum utilisation of available clinic slots. To validate and maintain the specialities work queues (wait lists), manage these effectively and escalating to Team Leaders and Patient Access Co-ordinators in a timely manner any capacity issues.There will be a requirement to support the training of new staff to the Clinical Management department on processes and procedures. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Maintain accurate and up to date waiting lists and escalate any issues following Trust policies to the Team Leaders and the Patient Access Co-ordinators.
* Manage the booking of appointments in line with the Patient Access Policy. Offer patients the choice of dates where possible and following Trust guidelines book all patients chronologically.
* To deal effectively with any slot issues that have come through and escalate where necessary if capacity issues exist.
* Receive information from primary care staff about patients being directly referred. Scan and attach the information received to the patient record via media manager on EPIC.
* To respond promptly to hospital and patient’s cancellation of clinics/appointments and record the information on EPIC ensuring patients are rebooked or returned to the appropriate wait list.
* Where clinics are reduced cancel patients and ensure they return to the correct wait lists and contact the patient recording all of the discussions on EPIC.
* If patients cancel then record this on EPIC. If there is opportunity to rebook do so if not ensure they return to the correct wait list. If the cancellations for on the day – notify the relevant reception area.
* A patient who cancels more than twice the specialities secretary needs to be notified so that a clinical review of the care pathway can be instigated with the consultant and a decision made as to further appointments. This needs to be recorded on EPIC.
* To provide high quality customer service, responding effectively and timely to any patient or operational queries regarding outpatient appointments.
* To report any incidents that result in an unnecessary delay to a patient receiving their care.
* Provide support/cover to the teams in relation to booking of clinics to meet the demands of the speciality and the needs of the service to ensure continuity of service for all patients.
* Contribute to service improvements and other projects under the direction of the Senior Team Lead.
* Participate in Team meetings.
* Provide full support to the line manager at all times.
* The post holder will fulfil all administration tasks in relation to the booking of the outpatient clinics. To meet the demands/needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line Senior Team Leader.
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| **KEY WORKING RELATIONSHIPS**  |
| Area of Responsibility: 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Chief Executive
 | * Community Healthcare Providers
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| * Associate Director of Operations Planned Care
 | * GP Surgeries
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| * Group Manager
 | * The General Public
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| * Head of Outpatients
* Service Manager Outpatients
* Outpatients Admin Manager
* Senior Team Leader, Clinical Management Centre
* Team Leader Clinical Management Centre
* Clinical Booking Co-ordinators
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to Team Leader/Senior Team Leader. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisations standards of customer care when communicating with a range of clients relating to appointments. For example:* Receiving enquiries about appointments, taking messages and ensuring these are passed on to the correct person or acted on appropriately.
* Daily use of core IT programmes, EPIC, ERS, Envoy and occasional use of EPRO
* Maintenance of e-mail enquiries
* Effective communication with both Patient Access co-ordinators and secretaries

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others adhering to the trusts confidentiality policy. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Make judgments on facts or situations, some of which require analysis relating to the various electronic systems used within the Clinical Management Centre, to ensure patients are booked in a timely manner and all available clinic slots are utilised.
* Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in relation to the booking/cancellations of clinics.
* Use initiative and prioritise own workload on a day to day basis.
* Be able to assess and prioritise verbal, electronic and written information.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * The ability to work using own initiative and manage time effectively to meet deadlines. The post holder will organise and prioritise own work load on a day to day basis.
* The post holder will coordinate waiting lists and clinics.
* The post holder will utilise any reports available to them to help manage the wait lists and ensure patients are booked within a timely manner
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| **PATIENT/CLIENT CARE**  |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone and will provide non-medical information and advice to patients and carers if requested. |
| **POLICY/SERVICE DEVELOPMENT**  |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Report maintenance faults. To ensure the efficient and effective use of all resources used within the course of one’s own duties maintain awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES**  |
| Maintain and update own training level to post, requirement to complete statutory and mandatory training as required by Trust Policy. |
| **INFORMATION RESOURCES**  |
| Daily use of IT programmes relevant to the department to process and store information. Process all referral using EPIC, updating any patient comments. Responsible for maintaining patient data. |
| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust’s requirements and undertake surveys as necessary to own work.  |
| **PHYSICAL SKILLS** |
| * Advanced Keyboard Skills
* Inputting of data accuracy and in accordance with the Trust’s Policy on Data Handling.

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| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.  |
| **MENTAL EFFORT** |
| Will be required to maintain concentration for long periods during the working day.The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.Maintain accurate advance keyboard skills with efficiency with constant interruptions. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.There will be the occasional indirect exposure to distressing and sensitive information whilst maintaining confidentiality in accordance with Trust Policy.  |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day.  |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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

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| **Job Title** | Clinical Booking Co-ordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Good Standard of EducationNVQ 3 Business Administration or Customer Care or equivalent qualification / experienceRelevant Keyboard qualification i.e: ECDL or RSA II or proven experience |  |  |
| **KNOWLEDGE/SKILLS**Effective interpersonal, organisational and communication skillsAbility to manage own workload Advanced IT/Keyboard skills, Sound understanding and proven experience of EPICUnderstanding of capacity and demand meaning. |  |  |
| **EXPERIENCE** Proven clerical/administrative experience within customer care environment or similarPrevious NHS/Social Services experience |  |  |
| **PERSONAL ATTRIBUTES** Reliability and flexibility, able to contribute to changing demands of the service.Willing to undertake training relevant to the post.Ability to work independently, and within a team Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.Ability to work under pressure with conflicting demands |  |  |
| **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.  |  |  |

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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 | Y |  |  |  |  |
| 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) | Y |  |  |  |  |
| 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 |  |  |  |  |