

**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title:** **Waiting List Co-ordinator**

**Band: 3**

**Reports to: Team Leader/ Administrative Line Manager**

**Accountable to: Administrative Services Manager**

**Department / Directorate: Endoscopy, Medical Directorate**

**2. 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 present a positive impression of the team and the service.
* To provide administrative support to the other members of the Endoscopy Team.

**3. KEY WORKING RELATIONSHIPS**

* Endoscopy management
* Administrative staff within Endoscopy and other services
* Clinical teams including consultants, registrars, specialist nurses.
* External organisations/providers

1. **ORGANISATIONAL CHART**

Cluster Manager

Cluster Support Manager

Administrative Services Manager

Administrative Line Manager

Gastroenterology Team Leader/ Medical Secretary

Endoscopy Admin Team Leader

Gastroenterology Medical Secretary

Waiting List Co-ordinator **(This Post)**

Reception/ Booking Team

**5. 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.

**Other Responsibilities:**

* To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including mandatory training.
* To contribute to and work within a safe working environment
* 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**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 RDUH 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.

PERSON SPECIFICATION

## POST: WAITING LIST co-ordinator – Endoscopy

**BAND: 3**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At PDR** |
| **QUALIFICATIONS/SPECIAL TRAINING:**  Knowledge and experience of waiting list management  GCSE or equivalent experience, (including English and Maths at grades A-C/4-9)  Computer literate - proficient in the use of Microsoft programmes | **D**  **E**  **E** | **E**  **E**  **E** |
| **KNOWLEDGE/SKILLS/ABILITIES:**  Effective organisational skills  Proven strong administration skills  Ability to work with a high degree of accuracy and attention to detail  Ability to use initiative and work without supervision  Demonstrate exceptional verbal/written communication skills  Familiarity with medical terminology | EEEEED | **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  Previous experience in an administrative office environment  Previous NHS experience  Waiting list knowledge  Previous experience using internal hospital systems | ED **D**  **D** | **E**  **E**  **E**  **E** |
| **PERSONAL REQUIREMENTS:**  Enthusiastic, highly motivated and committed to developing service  Ability to work as part of a team  A flexible approach to work  Able to work under pressure  Empathetic, but able to understand professional boundaries  Able to plan and organise own workload  Adhere to data protection and confidentiality requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIREMENTS:**  Moving and handling of equipment within Trust guidelines  Willingness to undertake training to meet the requirements of the post | EE | **E**  **E** |

**\*Essential/Desirable**

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| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |