

JOB DESCRIPTION

JOB DETAILS	
Job Title	Booked Admissions Officer
Reports to	Senior Booked Admissions Officer
Band	Band 3
Department/Directorate	Booked Admissions Department

JOB PURPOSE

The post holder will be responsible for co-ordinating and undertaking the full range of administration and scheduling processes for Booked Admissions in accordance with Trust Waiting List, Patient Access Policy and JAG (Joint Advisory Group) Accreditation standards.

This will include the registration of patients on to appropriate waiting list, booking pre-operative assessment and scheduling treatments under the supervision of senior booking officers and lead officer as necessary.

The post holder will also undertake role of one stop booking co-ordinator, greeting patients and discussing availability and choice. There will be a requirement to train new members of staff as appropriate to job role.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The booking officer will be based in the Booked Admissions department and will provide administrative support to the senior booked admissions officer and booked admissions managers.

The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.

- Maintain accurate and up-to-date waiting lists for a broad range of surgical and endoscopy specialties.
- Allocate dates to patients for pre-operative assessment.
- Review pre-operative assessment plan and schedule patient to appropriate operating session ensuring all special requirements and actions have been executed.
- Manage EPIC record on system with all alerts, flags and special requirements clearly noted.
- Under the supervision of Senior Booked Admission Officers, ensure theatre and treatment lists are fully utilised and properly finalised to align with list specification.
- Under the supervision of Senior Booked Admission Officers allocate and re-allocate dates for treatment, complying with various target and RTT rules that apply and best clinical practice.
- To make full and proper use of the EPIC system ensuring that all data entry is accurate and complete.
- To respond promptly to hospital and patient cancellation of procedures including escalation of “same-day” non-clinical hospital cancellations activating 28-day rule.

- To understand and apply waiting time target guidance from the Department of Health and Trust Waiting List Policy; consistently apply this guidance and judgement seeking advice from senior booking officers or lead booking officer.
- To fulfil the role of One Stop Co-ordinator, greeting patients including ID check, establishing correct pathway for that individual patient and giving appropriate information, explaining timescales and where appropriate referring patient to Senior Booked Admission Officer.

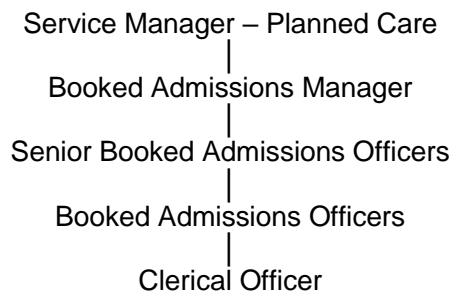
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, 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
<ul style="list-style-type: none"> • Theatres • Anaesthetics • Service Management • Pre-operative Assessment Departments • Consultants in the specialties below who the team book treatment, surgery or diagnostic tests for: <ul style="list-style-type: none"> • Breast • Colorectal • Community Dental • Endoscopy • General Surgery • Gynaecology • Ophthalmology • Oral Surgery • Orthopaedics • Pain • Plastics • Upper GI • Urology • Vascular 	<ul style="list-style-type: none"> • GP Practices • Other hospital

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

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.

- Meet and greet visitors to the department, ensuring that all queries are dealt with promptly whilst maintaining confidentiality.
- Work closely with management teams to ensure that waiting time targets are met and any issues are raised immediately.
- Maintain close contact with clinicians and nurses within specialties to ensure patients have access to the required expertise and equipment to meet their needs
- Ensure additional equipment requirements are communicated to theatre staff
- Proactively manage telephone calls, many of which will be of a sensitive nature, from patients, healthcare professionals, hospital departments and referral centres, maintaining absolute confidentiality.
- Manage incoming and outgoing electronic and written communications, prioritise and escalate as necessary.
- Review personal work activities and practice on a regular basis with line manager and clinical staff, and implement any modification agreed in response to changing needs of service.
- Build robust links with pre-assessment team, anaesthetic co-ordinator, theatre and ward staff to support Departmental and Trust activity.

ANALYTICAL/JUDGEMENTAL SKILLS

Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

PLANNING/ORGANISATIONAL SKILLS

- Maintain and update elective waiting lists using EPIC.
- Perform daily data integrity checks and generate reports for Booked Admissions.
- Implement initiatives and change into working practice as instructed by Lead or Senior Booked Admission Officer.
- Configure theatre schedules for assigned specialties from respective activity schedules.
- Identify and report any potential hiatus in operating capacity adversely affecting scheduling programmes and RTT performance.
- Undertake detailed analysis of operating lists affected by change to expected resources and rebook affected patients within specified target dates. Alert Senior Booking Officer and/or Lead Booking Officer where need for additional resource is required.
- Ensure ITU beds and specialist theatre and radiology equipment are appropriately booked.
- Liaise regularly with clinical nurse specialists and multi-disciplinary team co-ordinator.
- To assist with validation of elective waiting lists.

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 or face to face and will provide non-medical information and advice to patients' and carers.

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

To monitor stock levels of stationery, receive deliveries and report maintenance faults.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

Ensure full utilisation of resources by effective booking, with prompt escalation of capacity issues to Lead or Senior Booked Admissions Officer.

HUMAN RESOURCES

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews.

Participate in appraisals and support the development of staff in lower bands.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Use advanced keyboard skills to operate Trust computer systems.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

MENTAL EFFORT

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

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.

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 occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.

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 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

Job Title	Booked Admissions Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
Relevant keyboard qualification i.e. RSA III	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

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Complete the table below as appropriate

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				X
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				
Mental Effort	Y/N				
Emotional Effort	Y/N				
Working in isolation	Y/N				
Challenging behaviour	Y/N				