Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Booking Officer
Reports to	Booked Admissions Manager
Band	Band 4
Department/Directorate	Booked Admissions Department/Surgery

JOB PURPOSE

The post holder will be responsible for co-ordinating and undertaking a full range of administration and scheduling processes for Booked Admissions in accordance with Trust Waiting List Policy, Patient Access Policy and JAG Accreditation standards. They will ensure appropriate day-to-day management of the waiting lists to ensure theatre and clinic capacity is filled whilst prioritising workload. The role will include supervision, support and guidance to other booking officers ensuring a quality service is delivered at all times and that Trust Policies and Procedures are adhered to.

The post holder will work at an advanced level and will be responsible for delivering a high-quality service to all staff within the specialty, supporting clinical teams to provide an efficient service to patients. This will include booking pre-operative assessment appointments, scheduling treatments and managing waiting lists.

The post holder will also undertake the role of a 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

- Maintain accurate and up-to-date waiting list information for a broad range of surgical and endoscopy specialties.
- Allocate pre-operative assessment and admission appointments to meet RTT standards and 18-week treatment pathways.
- Review pre-operative assessment plans and schedule patients to appropriate operating sessions, ensuring all special requirements and actions have been executed.
- Ensure any alerts, flags or special requirements are clearly noted.
- Ensure theatre and treatment lists are fully utilised and properly finalised to align with list specification, complying with various targets, RTT rules and best clinic practice that apply.
- Make full and proper use of the EPIC system ensuring that all data entry is accurate and complete.
- Respond promptly to hospital and patient cancellation of procedures including escalation of ‘same day’ non-clinical hospital cancellations, activating 28-day rule.
- 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 Deputy Support Manager and/or Booked Admissions’ Manager.
- Monitor monthly performance indicators for assigned specialties.
- Achieve optimal utilisation of theatre and clinic sessions.
- Support the “one-stop” service, undertaking validation of 18-week pathway, establishing correct treatment pathway for each individual patient, allocating admission date for surgery or advising patient of expected wait time.
- Provide supervision, training and mentorship of team members as required.
- Safeguard 18-week pathway and give early warning of any potential threat to RTT standards.
- Act as waiting list gatekeeper ensuring services are accessed appropriately by patients, maintaining confidentiality and following Trust Values at all times ensuring the patient is at the centre of all decisions.
- Attend team, departmental, specialty and theatre meetings when required.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff at all levels throughout the Trust, as and when they encounter, on a day to day basis.

The post holder will deal with, external organisations, GP Practices 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
• Theatres • Anaesthetics • Service Management • Pre-operative Assessment Departments • Specialist teams responsible for patient care • Clinicians in the specialties below who the team book treatment, surgery or diagnostic tests for: ⇒ Breast ⇒ Colorectal ⇒ Community Dental ⇒ Endoscopy ⇒ General Surgery ⇒ Gynaecology ⇒ Ophthalmology ⇒ Oral Surgery ⇒ Orthopaedics ⇒ Pain ⇒ Plastics ⇒ Upper GI ⇒ Urology ⇒ Vascular	• GP Practices • Other hospitals • Patients

ORGANISATIONAL CHART

Service Manager – Planned Care

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Booked Admissions Manager

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Booked Admissions' Deputy Support Manager

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Senior Booked Admissions' Officer

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Booked Admissions' Officer

FREEDOM TO ACT

To work within the Trust policies and procedures using 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, deciding how results are best achieved. This will be done by following specialty booking guides, Departmental Office Guide, Standard Operating Procedures and by interpreting broad policy standards.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care.

Welcome visitors and deal with a range of clients on a range of matters in a confidential and sensitive manner, both face-to-face and over the phone ensuring that all queries are dealt with promptly whilst maintaining confidentiality.

Will be required to be tactful, persuasive and use negotiation skills to exchange information relating to appointments.

Manage incoming and outgoing electronic messages and written communications, prioritising and escalating as necessary, ensuring these are actioned appropriately or passed on to the appropriate colleague.

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.

Courteously and efficiently deal with colleagues, patients and partner agency staff on a daily basis in a confidential and sensitive manner.

Develop communication about difficult or sensitive matters and have an ability to diffuse potential aggression from members of the public in a calm professional manner, both face-to-face or over the phone using tact, persuasion and negotiation skills.

Exchange information relating to appointments, behaving in accordance with the Trust's values.

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.

Notify critical staff of potential issues or change affecting treatment plans or specific needs of the patient.

Maintain close liaison with clinical, nursing theatre, anaesthetic and administrative staff within assigned specialties to ensure patients have access to the required expertise and equipment.

Review personal work activities and practice on a regular basis with line manager and clinical staff implementing any modification agreed in response to the changing needs of the service.

Build robust links with pre-assessment teams, anaesthetic co-ordinators, theatre and ward staff to support Departmental and Trust activity.

Participate in planned and ad hoc team meetings.

Communicate complex issues and escalate any areas of concern to a senior member of staff/appropriate channels and use initiative to support resolution.

Behave in accordance with the Trust's values demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and inclusion whilst empowering others.

ANALYTICAL/JUDGEMENTAL SKILLS

Make judgements on a daily basis on a range of facts or situations, some of which may require analysis, such as resolving conflicting diary appointments and scheduling of clinics.

Communicate issues and areas of concern to a senior member of staff and use initiative to escalate or resolve complex issues.

Analyse booking lists and operating schedules to support efficient, effective booking practices and management of resources.

Early escalation for the need for additional capacity to Patient Access Co-ordinator/Service Manager/Booked Admissions' Manager.

Provide update to Patient Access Co-ordinators/Service Manager/Booked Admissions' Manager for 18-week Referral To Treatment/PTL Performance Meetings on diagnostic and therapeutic wait times.

Undertake regular review of waiting lists, validating data to ensure all processes are followed with a consistent approach and in timely manner.

Report non-clinical same-day hospital cancellations and ensure patients are rebooked appropriately.

PLANNING/ORGANISATIONAL SKILLS

Ability to work using own initiative and manage time effectively to meet deadlines.

Organise own day-to-day activities and tasks and that of the less senior specialty booker/s.

Manage rapidly changing complex priorities and multi-task, delegating work when and where appropriate.

Ensure all areas of booking are kept up-to-date at all times, following the theatre 8:5:3 process.

Initiate and attend meetings as appropriate to support the specialty bookings.

Monitor integrity of prospective elective admissions and scheduled operating sessions with appropriate intervention as necessary.

Implement initiatives and change working practices as directed by Booked Admissions' Manager.

Manage assigned specialty booking lists and ensure patients are booked appropriately adhering to 18-week Referral to Treatment, cancer and diagnostic standards.

Identify and escalate any potential risks affecting operating capacity and/or planned activity, which at times will be complex.

Undertake complex analytical review of theatre and treatment lists affected by change, modify as necessary to ensure legitimacy and optimal utilisation.

Co-ordinate available surgical and anaesthetic personnel, specialist kit, radiology resource and post-op high dependency beds as necessary.

Liaise with clinical, management and multi-disciplinary teams in the determination of appropriate pathway and procurement of resources.

Manage planned waiting lists and mentor, support and guide less senior booking staff.

Provide information as required to support the planning and booking of waiting list initiatives.

Contribute to the planning, management and improvement of services.

Support projects that impact on the booking processes and procedures.

PATIENT/CLIENT CARE

The post holder will be required to put the patient as the priority at the centre of all activities.

The post holder will have regular contact with patients by phone or face-to-face, keeping people fully informed and provide non-medical information and advice to patients.

POLICY/SERVICE DEVELOPMENT

To adhere to Trust policies and contribute to the continuous improvement in efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

Ability to use initiative, prioritise and manage time effectively to meet ever changing deadlines.

Assist as required in monitoring performance targets.

FINANCIAL/PHYSICAL RESOURCES

Monitor stock levels of stationery, place orders when required to a maximum set value, 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.

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.

Participate in own supervision and ensure the availability of supervision to staff in lower bands.

INFORMATION RESOURCES

To be responsible for inputting, storing and providing information, including having responsibility for data entry and note taking.

The post holder will maintain record systems and files in line with Trust policy.

Monitor the processing and presenting of statistics.

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS

Use advanced keyboard skills to operate Trust computer systems.

Ability to travel to other sites if required.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment.

The post holder may be required to exert light physical effort (loads of not more than 5kg) on an infrequent or occasional basis for short periods during the shift.

MENTAL EFFORT

The work pattern will be unpredictable with frequent interruptions. There will be frequent 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 patients and telephone callers, which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of the working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal and provide 1-1 support to booking officers.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling, Fire Health & Safety, etc.

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	Senior Booking Officer

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• NVQ 4 in Customer Service, Business Administration, Higher Education Certificate (CertHE), BTEC, Higher Apprenticeship, Higher National Certificate (HNC) or equivalent experience	E	
• European Computer Driving Licence (ECDL), relevant keyboard qualification or equivalent skills gained through experience or alternative qualification	E	
• Good standard of general education including Mathematics and English	E	
KNOWLEDGE/SKILLS		
• Effective interpersonal, organisation and communication skills	E	
• Advanced IT skills	E	
• Ability to manage own workload and to supervise/mentor others	E	
• Ability to delegate tasks	E	
• Proficient in the use of EPIC		D
• Good knowledge of Microsoft Excel		D
• Knowledge of medical terminology		D
• Understanding of diagnostic and operative procedures across a range of specialties		D
• Knowledge of 18-week Referral to Treatment Times		D
• Understanding of RTT validation process		D
• Knowledge of Patient Access Waiting List Policy		D
• Competent literate, numerate and verbal skills	E	
• Ability to work as a team member	E	
• Ability to priorities own workload, frequently re-prioritising as necessary	E	
• Excellent telephone manner including good listening skills	E	
• Analytical skills and attention to detail	E	
• Willingness to learn new skills	E	
• Ability to use initiative and judgement to problem solve	E	
• Confident decision-maker	E	
EXPERIENCE		
• Significant clerical/administrative experience within customer care environment	E	
• Previous NHS experience		D
• Dealing with members of the public in healthcare environment		D
• Supervision and mentorship		D
• Ability to apply rules consistently and equitably	E	
PERSONAL ATTRIBUTES		
• Reliable and flexible – able to contribute to changing demands of the service	E	
• Ability to work within a team and delegate tasks	E	
• Willing to undertake training relevant to the post	E	
• Able to demonstrate a diplomatic, caring attitude whilst maintaining confidentiality	E	
• Good communication and interpersonal skills	E	
• Able to handle difficult or emotional situations	E	
• Able to demonstrate good organisational skills	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		