Person Profile

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| Job Title | Senior Booked Admissions Officer |
| Grade | AfC Band 4 |
| Department | Booked Admissions |

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| **CRITERIA** | **ESSENTIAL** |
| Qualifications & Training | * NVQ3 (or equivalent) in Customer Service or Administration * RSA 3 in text processing * GCSE English (or equivalent) * Good standard of general education including Mathematics * ECDL (or equivalent) |
| Specific Knowledge & Skills | * Proficient in the use of Trakcare (E) * Proficient in the use of TheatreMan scheduler and reporting tools (D) * Basic knowledge of Microsoft Excel (E) * Knowledge of medical terminology (E) * Understanding of diagnostic and operative procedures across a range of specialties (D) * Knowledge of 18-week Referral to Treatment Times (E) * Understanding of RTT validation process (D) * Knowledge of Waiting List Policy (E) * 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) |
| Special Experience | * Relevant NHS experience (E) * Dealing with members of the public in healthcare environment (E) * Supervision and mentorship (D) * Ability to apply rules consistently and equitably (E) |
| Physical Skills & Effort | * Requirement to use a VDU for long periods during the working day, in accordance with Health & Safety regulations (E) * Ability to use office equipment ie Fax machine and photocopier (E) |
| Emotional Effort | * Frequent direct exposure to distressing or emotional circumstances during communication with patients/carers/relatives (E) * Empathy in dealing with patients, carers and service users (E) * Being able to deal with members of the public, demonstrating compassion and empathy for them (E) |
| Mental Effort | * Requirement to undertake prolonged concentration (E) * Requirement to deal with frequent interruptions (E) * Flexibility in responding to changing needs and circumstances (E) * Ability to adapt to change (E) |
| Requirements due to Working Environment | * Ability to maintain a high level of concentration in noisy and busy surroundings (E) * Requirement to deal with people who may be distressed, or * upset or angry (E) |

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| **HAZARDS:** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |