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)
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| 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)
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| 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)
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| 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)
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| 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)
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| 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)
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| 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 SpecimensProteinacious Dusts |  | Clinical contact with patients |  | Performing ExposureProne 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 |  |  |  |