

JOB DESCRIPTION

JOB DETAILS	
Job Title	Waiting List Co-ordinator
Reports to	Associate Clinical Services Manager
Band	3
Department/Directorate	Exeter Mobility Centre / Eastern Therapies Cluster

JOB PURPOSE
<p>The post holder will work within the Wheelchair Service Admin Team. Their main focus and majority of their working day will be spent reviewing open referrals and orders, moving these through the system to ensure patients receive the equipment and equipment repairs and modifications they need, in a timely manner, in line with RTT rules and levels of priority.</p> <p>The post holder will validate, resolve and correct RTT and data quality issues by working closely with the Repair Service and Clinical Wheelchair teams with the aim of reducing patient waiting times and improving service efficiency.</p> <p>The post holder will support adherence to the Access Policy including DNA processes.</p> <p>The postholder will chase outstanding orders and liaise with all team members to ensure any bottle-necks in the patient pathway and equipment provision are resolved (or escalated where required).</p> <p>The post holder will provide support to the Mobility Administration team, at times of high demand/absence or where capacity allows.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To validate, resolve and correct data quality issues Escalate service delivery issues such as delays Identify areas for team learning, such as fields not being completed correctly in the electronic patient record Chase outstanding actions, such as orders and modifications and escalate concerns as required. Document all actions taken when validating the waiting list and following up orders Attend specified speciality Access and Performance meetings (currently the long waiters and pathways meetings). Assist with producing monthly performance reports and quarterly ICB and NHSE returns, validated by the ALM. To provide a full and efficient administration service to facilitate the requirements of Exeter Mobility Centre patients and to provide administration support to line managers and clinicians. <p>Whilst providing support to the Mobility Administration Team:</p> <ul style="list-style-type: none"> To manage and maintain appointment systems adhering to agreed timescales. To set up and amend clinics, adhering to agreed booking rules as required, on to the Exeter Mobility Centre computer system. To arrange appointments for repairs and delivery of equipment, as required. To ensure all workflow tasks, resulting from an order or referral, are accurately entered onto the EMC computer systems, within the required timescales. To receive telephone calls from patients and help with their queries To ensure all post clinic paperwork is processed in an accurate and timely manner.

KEY WORKING RELATIONSHIPS
Areas of Responsibility:

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, suppliers, other external organisations and the public. This will include verbal, written and electronic media.

No. of Staff reporting to this role: 0

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Admin Service Managers (ASM) • Admin Line Managers (ALM) • Admin Team Lead • Cluster Manager • Associate Clinical Services Manager for Exeter Mobility Centre • Wheelchair Repair Service Manager • Wheelchair Service Administrators • Wheelchair Service Rehabilitation Engineers • Wheelchair Service Therapists • Stores team • Repair Service Workshop and Mobile Engineers • Workshop Lead • Repair Service Administrators • Occupational Therapists • Physiotherapists 	<ul style="list-style-type: none"> • Special Schools • Suppliers (wheelchairs, special seating, cushions, consumables) • Patients / clients • Carers • Special Seating contractors • Occupational Therapists • Physiotherapists

ORGANISATIONAL CHART

Associate
Clinical Services
Manager

Waiting List
Coordinator
(this post)

FREEDOM TO ACT

- To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly.
- Work is managed with supervision from the Associate Clinical Services Manager.
- 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 Associate Clinical Services Manager.
- To have autonomy to investigate and validate patient pathways in liaison with the Associate Clinical Services Manager.
- To amend outpatient clinic outcomes where an incorrect outcome has been recorded.
- To amend referral and order statuses where inaccuracies are identified.
- To update RTT pathways where information is identified that has not been included on the pathway.
- Ensure compliance with national 18 Week RTT and Access Policy rules and escalate any non-compliance as required.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide the Admin Services Manager, Admin Line Manager and Associate Clinical Services Manager with updates of any patients identified as not having received the planned level of care or breach of targets identified as a result of validation.
- To meet regularly with relevant Wheelchair Service team members to resolve queries.
- To communicate complex information and provide support to both clinical and administrative staff to resolve and correct patient tracking issues relating to Access and RTT. There may be barriers to understanding complex patient pathways.
- To ensure confidentiality and security of data in accordance with organisational requirements and in line with the Data protection Act.
- To communicate with clients, staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide clients, staff and other parties with required information in a friendly and professional manner.
- To receive telephone calls and accept messages on behalf of team leaders and clinicians and taking appropriate action where necessary.
- To manage email communication in a timely way and in line with Royal Devon's Email Best Practice guidance.
- To participate in team meetings as required.
- 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.

ANALYTICAL/JUDGEMENTAL SKILLS
The post holder will validate, resolve and correct data quality issues by working closely with Wheelchair Service administrative staff and identifying any occurrence of themes to support training. Support will be available from the Wheelchair Service management team where required, with further support available from the Trust Access Team for more complex cases.
PLANNING/ORGANISATIONAL SKILLS
To organise own day-to-day activities, prioritising urgent and breach cases and also those nearly reaching RTT breach dates.
PATIENT/CLIENT CARE
Incidental contact with patients / clients via telephone, email or in the patient areas of Exeter Mobility Centre.
POLICY/SERVICE DEVELOPMENT
Work to defined policies and standard operating procedures. Contribute to service improvement by making suggestions for process and/or system changes in relation to own area of work. Interpret Trust RTT policy in relation to open referrals.
FINANCIAL/PHYSICAL RESOURCES
Personal duty of care in relation to equipment and resources. Raise purchase orders as required
HUMAN RESOURCES
Help to support and train new members of staff.
INFORMATION RESOURCES
Recording own information, entering data and updating BEST to ensure complex patient pathways are accurately monitored and tracked through the use of waiting lists and reports. To provide support in identifying, reporting and resolving complex data issues in order to achieve a high standard of quality data collection to support completeness of RTT.
RESEARCH AND DEVELOPMENT
Occasional requests to provide audit support to ensure data quality is maintained and to provide feedback and training to staff groups in areas of poor data quality.
PHYSICAL SKILLS
Possess advanced keyboard skills to accurately and quickly transpose patient information, including patient identifier and clinical information from paper to systems and also during telephone calls with service users and referrers, entering relevant details accurately onto systems. The postholder will be able to properly format information as it is being entered File clinical notes accurately within racking using the alphabetical order system
PHYSICAL EFFORT
Long periods of VDU use / sitting
MENTAL EFFORT
Able to concentrate for prolonged periods on a daily basis to review waiting list data and order details. Resilience in overcoming delays and bottle necks in the system.
EMOTIONAL EFFORT
Requirement to hold suppliers to account for delay in equipment deliveries and escalate concerns as required (daily) Requirement to speak with clients who may be upset / frustrated (weekly) Requirement to speak to bereaved families (weekly) Review of client/patient records as needed, which may contain distressing information (monthly) <i>Frequencies are approximate</i>
WORKING CONDITIONS
Potential to experience aggressive behaviour over the telephone from clients/patients and carers (weekly).
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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Waiting List Coordinator – Wheelchair Service
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Requirements	Essential	Desirable
<u>QUALIFICATIONS / TRAINING</u>		
Level 3 NVQ in relevant subject or equivalent qualification/ experience	E	
Minimum GCSE or equivalent in English and Mathematics	E	
RSA III Typing/ or equivalent	E	
<u>KNOWLEDGE / SKILLS</u>		
Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets	E	-
Excellent communication skills, both written and verbal	E	-
Able to demonstrate practical analytical skills	E	-
Ability to liaise with staff across all grades	E	-
Knowledge of outpatient procedures across secondary care	-	D
Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy	E	-
Knowledge of the Trust systems including BEST, EPIC	-	D
Knowledge of issues of working with confidential information and understanding of need for confidentiality	E	-
Knowledge of Wheelchair Service		D
<u>EXPERIENCE</u>		
Proven strong administration skills including organisation to meet deadlines	E	-
Proven experience of managing patients on RTT pathways	-	D
Experience of inputting accurate and timely data into computer systems	E	-
Good working knowledge of operational practice in an acute NHS setting	E	-
Good understanding of Referral to Treatment Waiting Times	-	D
<u>PERSONAL ATTRIBUTES</u>		
Frequent requirement for concentration	E	-
Able to follow Trust policies and procedures	E	-
Excellent interpersonal and communication skills	E	-
Good attention to detail	E	-
Ability to work as part of a team including improving processes	E	-
Proven experience of adaptability in the workplace	E	-
Excellent interpersonal/Communication skills	E	-
Good understanding of working within a team	E	-
A flexible approach to work	E	-
Ability to work as part of a team	E	-
Able to plan and organise workload	E	-
Remain calm and professional in a busy environment	E	-
Adhere to data protection and confidentiality requirements	E	-
<u>OTHER REQUIREMENTS</u>		
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		X		
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	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	N				
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y			X	