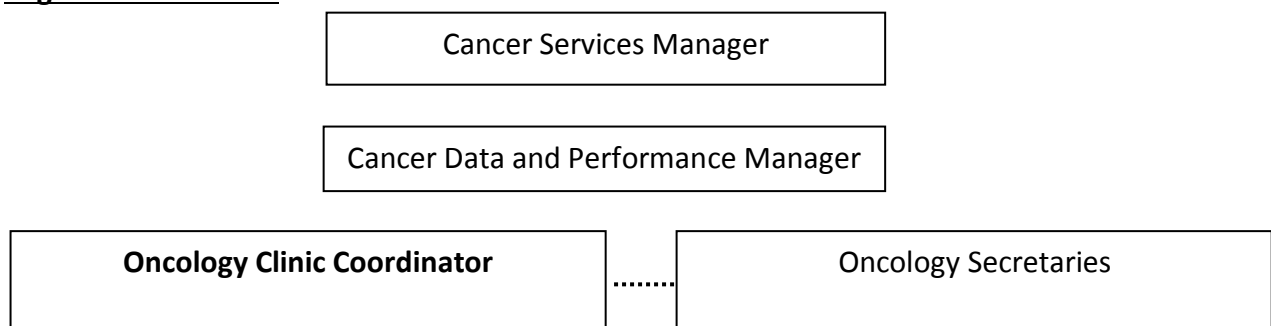


JOB DESCRIPTION

JOB TITLE	Oncology Clinic Coordinator
PAY BAND	3 pending Agenda for Change
DIVISION	Surgery and Cancer
DEPARTMENT	Cancer Services
LOCATION/BASE	Macmillan Cancer Unit
RESPONSIBLE FOR	N/A
ACCOUNTABLE TO	Cancer Data and Performance Manager

Organisational Chart



JOB PURPOSE

The purpose of this role is to support the efficient organisation and running of Oncology outpatient clinics. The postholder will also support the Oncology Secretarial Team by undertaking administrative tasks.

This role has been designed to ensure consistent delivery of outpatient clinics held primarily with the Macmillan Cancer Unit. The postholder will maintain existing clinic templates and produce new templates to maximise outpatient productivity and efficiency. The postholder will work to support activity for patients being cared for under both MCHFT and The Christie Hospitals on the Leighton site. The postholder will work with clinical colleagues within Breast, Lung, Colorectal, Urology and Haematology and will perform a range of administrative functions which facilitates the delivery of clinical activity. The post-holder will provide general administrative support to the Oncology Secretarial team.

The post-holder will be required to work across a range of IT systems belonging both the Trust and tertiary providers for which MCHFT supports service delivery, for example Careflow and the Christie Web Portal as well as PCS.

It is expected that the post holder can work autonomously, using their own initiative and within a specialised team. The post holder is expected to be experienced within the hospital setting with some knowledge of specialised terminology, educated to a level required to perform the role or



equivalent experience. The post holder will actively support and contribute to the requirements of the service and ensure compliance with performance targets and quality standards required at a local and national level.

An example of duties will be:

- Reviewing clinic slot utilisation.
- Amending clinic templates.
- Monitoring ASI's & management of escalations.
- Answer appointment enquiries.
- Making New and FU appointments.
- Cancel/set-up clinics.

SERVICE DELIVERY

1. To be proficient in all IT systems relevant for the role;
2. Maintain and develop outpatient clinic templates
3. Work across both internal and external software to manage clinics and activity organisation/recording.
4. Support reception and the treatment unit to accurately record appointments, attendances and outcomes.
5. Take responsibility for ensuring departmental resources are maintained and utilised appropriately, e.g. maintain adequate supplies and ensure equipment is kept in good condition.
6. To proactively liaise with the colorectal clinical team and supporting staff in order to facilitate administration related to clinical work.
7. Provide early detection of logistical problems and escalate appropriately;
8. Supporting data collection for audit purposes and quality assurance;
9. Provide support to more junior colleagues, including some supervision and training.
10. Assist tracking of patients through Cancer Services by updating relevant systems where appropriate.
11. Actively be involved in the continued design of the service;
12. To be proactive in seeking ways to improve the administrative management of patients records and appointments.
13. Continuously develop and support existing policies and procedures to improve the booking and tracking of patients
14. Help to ensure patient safety, quality and experience across the service;
15. Act as a liaison and point of contact for the clinical team
16. Sharing of sensitive and complex information with patients and colleagues



17. To be responsible for imparting information about the technical area of knowledge to other health care professionals as appropriate;
18. To be responsible for managing own daily timetable of delegated tasks including time for supervision and training;
19. To maintain professional working relationships within the Trust, and other relevant organisations;
20. Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support /advice;
21. Advise patients and their families on how to make contact when they feel that there are delays in their pathway;
22. An ability to work in stressful situations to ensure operational standards / targets are met and adhered to;
23. Support the development of services in order to meet the requirements of patients and service users;
24. Takes an active role in audit activity
25. Light physical, mental and emotional (occasional contact with distressed patients or relatives) effort/keyboard work for long periods.

GOVERNANCE

26. Ensure compliance with Trust policies, procedures and guidelines for self and others, by taking action /alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care;
27. Ensure adverse occurrences are recorded and reported via the Trust incident reporting system in a timely manner.

MANAGERIAL/LEADERSHIP

28. Ensure a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

EDUCATION/LEARNING

29. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in Motiv8/appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning;
30. To participate and display a willingness to learn, develop a relevant technical competency / area of interest and keep up to date with current national and local issues and developments;

Key Contacts

- Patients, families and carers
- GPs, Practice Nurses and Managers
- All other Clinicians & Specialist Nurses



- Cancer Services
- Operational and Service Managers
- Central Booking Office
- Rapid Access Bureau/Medical Records
- All other professionals working with/within the Trust
- Tertiary organisations such as The Christie.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.

All staff at MCHFT have a responsibility to:

- Maintain active registration status
- Always act in accordance with professional Codes of Conduct and guiding documents
- Where applicable, always act in accordance with the Code of Conduct for NHS Managers,
- Maintain up to date skills and knowledge
- Maintain an awareness of patient led service issues
- Maintain a professional/personal portfolio
- Adhere to all Trust policy, procedures and guidelines.
- Adhere to Trust standards of behaviour and expected performance
- Comply with Infection Prevention and Control (IP&C) policies and procedures as appropriate to their role and responsibilities in their individual work setting. Staff are required to be personally accountable for their actions and be responsible for their own compliance in relation to IP&C policies, protocols or advice.
- Ensure they work in accordance with local procedures and report any issues which they consider to be a risk to the health and safety of themselves and/or others.
- Act in accordance with the Trusts values and behaviours
- Where applicable to participate in and provide data on the efficacy of treatment and specialties

Mid Cheshire Hospitals NHS Foundation Trust is looking to ensure that we provide equity of services across seven days of the week. This post may be reviewed in line with this plan and in some cases an element of weekend working may be required.



PERSON SPECIFICATION – Oncology Clinic Coordinator

	ESSENTIAL	DESIRABLE	ASSESS BY
QUALIFICATIONS KNOWLEDGE/ PREVIOUS EXPERIENCE	<ul style="list-style-type: none"> • Good General Education with GCSE English and Mathematics • ECDL or equivalent IT experience • Relevant Health or Social Care experience • Good knowledge of medical terminology. • Knowledge of relevant diagnostics, interventions and terminology. • Awareness of the need for confidentiality in accordance with Data Protection Act and national/local guidelines 	<ul style="list-style-type: none"> • Knowledge/experience using booking systems in a medical context. • Advanced ECDL modules or equivalent • Supervisory/management skills 	A & I
SKILLS	<ul style="list-style-type: none"> • Able to use own initiative and work without supervision. • Able to prioritize work • Effective organization skills. • Ability to communicate both verbally and non-verbally on a daily basis with people at all levels. • Good observation skills. • Practical problems solving skills. • Ability to work flexibly dependent on the needs of the service. • Tactful and diplomatic with the ability to sensitively ask about information needs. • Develop typing skills • Ability to retrieve information from a wide range of sources and in different formats. • Demonstrate enthusiasm. • Ability to work with a wide range of internal and external stakeholders 	<ul style="list-style-type: none"> • Ability to contribute to solving problems & informing decisions under pressure. • Understanding of/experience using systems such as the Somerset Cancer Register. 	A & I
VALUES	<p>A commitment to quality and safety.</p> <p>A recognition of the importance of showing respect, dignity and compassion to patients and colleagues.</p>		A & I



	A listening, learning and leading approach. A commitment to work together to create the best outcomes. Must demonstrate the Trust's values around both raising concerns at work, and how to treat others who raise concerns.		
BEHAVIOURS	Must be willing to act as a role model. Must be willing to take personal responsibility. Must have the courage to speak up. Must value and appreciate the worth of others.		A & I
PHYSICAL REQUIREMENTS <i>(Reasonable adjustments will be made under the Disability Discrimination Act)</i>	Occupational Health cleared to perform the duties of the role Ability to perform a wide range of duties according to the Job Description.		A & I

KEY: Application form = A Interview = I References = R Skills test = S

