

Job Description

| 1. Job Details | |
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| Job title: | Outpatients Senior Administration Assistant |
| Current Job grade: | Band 3 |
| Reports to (Title): | Outpatient Support Manager |
| CMT: | Clinical Support Services |
| Department/Ward: | Outpatients Appointment Services |
| Location/Site: | |

| 2. Job Purpose |
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| <ul style="list-style-type: none"> To ensure patients receive Outpatient, Routine, Urgent, Suspected Cancer and MDT appointments in a timely manner through tracking patients along their pathway, co-ordinating hospital appointments in line with the booking requirements of the Trust. To ensure patients receive all relevant information in a timely accurate and effective way. To ensure all data relating to patients is captured in a timely and accurate manner. To provide a customer focused booking service. To provide reception services to relevant areas in a professional, understanding and courteous manner. To use Trust information systems for the recording and reporting of clinical and performance data in accordance with the Trusts IT Strategy. To proactively manage waiting times for individual routine and cancer patients to ensure targets are not breached by negotiating patient management arrangements with responsible staff and directly with patients themselves. Work to reporting deadlines and inform line managers in advance of potential problems and breaches. The post holder will agree to follow procedures and protocols such as the Elective Access Policy (EAP) and Standard Trust Administration Guidelines (STAGS) |

3. Organisation Chart



4. Duties

1. Ensuring Data Accuracy
 - To be proficient in the use of CareFlow PAS.
 - Maintain a high level of knowledge of national Cancer Waiting Times (CWT) Targets and Guidance, and 18 week RTT.
 - Negotiate with other departments of the Trust to ensure that patient appointments are booked to meet national and local waiting time targets. Liaise with clinicians and their secretaries regarding issues with clinics.
 - Inform potential patient breaches to the relevant managers within Outpatients, CBU and Cancer Services where appropriate.
 - Negotiate and co-ordinate appointments with patients in line with national RTT standards.
 - Have an understanding of the Trust Patient Access Policies particularly in reference to the management of routine and cancer patients, and understand the responsibilities within.
 - To ensure all administrative processes are dealt with in accordance with the Trust's Access Lists Policies.
 - To maintain the Patient Administration System (CareFlow) as required ensuring accuracy and timely data quality in accordance with Trust protocols.
 - To input OPCS (Office of Population Censuses and Surveys) and HRG (Healthcare Resource Group) codes where relevant.
 - To update patient information using the Summary Care Record
2. Ensuring compliance with National and Local Protocols
 - In line with local procedures can indicate if asked/required the potential wait time
 - To action information on waiting list/clinic cancellations taking appropriate actions such as notifying patients and informing supervisor &/or manager if waiting times may be compromised
3. Booking Patient Appointments
 - To prioritise and manage own workload to ensure patients receive the required notice of booking in chronological order whilst ensuring maximum utilisation of available resource.
 - To contact patients or their representatives, wither via telephone, letter or face to face within agreed protocols, of information relevant to their appointment or admission or other non-related non-clinical subject. To take appropriate action as required, such as re-arranging appointment dates, in line with the EAP.
 - To ensure appropriate patients are appointed by following agreed procedures, business unit directives and booking rules.
4. Ensuring compliance with Cancellation Policies
 - To take appropriate action when patients fail to attend for appointments following agreed protocols

- Where patients choose to cancel or change their appointment, to ensure CareFlow PAS is updated with relevant information and to take necessary action to ensure the Business Unit are notified.
 - Process hospital cancellations and changes as requested by the Business Unit
5. Clinic Reception Duties
- To ensure the smooth and efficient running of the outpatient clinics with emphasis on patient care.
 - To resolve where appropriate any problems arising in clinic in relation to patient appointments, to liaise with necessary with clinical staff and to refer to supervisor where resolution is not possible.
6. General Office Duties
- To maintain relevant filing systems
 - Undertake photocopying of forms, booklets and any other relevant information required to undertake duties
 - To take appropriate action if office equipment fails
 - To receive, sort, distribute, prioritise and action all incoming mail
 - To work to departments Standard Operating Procedures (SOP's)
7. Problem Solving
- Using systems, procedures and problem solving skills to attempt to resolve queries in a quick and efficient manner
- Liaison with Others
- 8.
- To liaise with patients or their representatives, Business Units and other relevant healthcare staff inside and external to the Trust, management, clerical and business unit staff, either in a face to face capacity, or via the telephone or email
9. Ensuring adequate delivery of service
- To provide cover for absent colleagues to ensure the needs of the service are met.
10. Training and Development
- To attend relevant training to the post and the Trusts mandatory training.
 - To be responsible for meeting the day to day practical training requirements of new staff to include all aspects of duties required to undertake the post
 - To guide, check, correct and monitor new starters, identifying further training requirements to the line manager, meeting the ever demanding needs of the service.
11. Ensure Confidentiality

- To ensure confidentiality in line with current legislation, national and local policy, obtained during the course of employment, on all matters relating to patients, staff and the Trusts business

12. General Responsibilities

- Work closely with the Outpatient Team Leaders to assist in projects to improve the patients care pathway.
- Develop and maintain strong working relationship with all Outpatients, Cancer and CBU teams
- To ensure that a clear understanding is obtained surrounding data quality, data protection, patient information management systems (CareFlow) and be able to work within these guidelines at all times.
- Train and assist in the support of any staff employed within the Outpatient Department.
- Develop appropriate systems to manage their workload.
- Identify/suggest new ways of working within Outpatients

5. Physical and Mental Skills

Experience

- Working in a customer focused environment
- Working in a busy environment
- Working to tight deadlines on a daily basis
- Experience as working as part of a team
- To be flexible and able to deal with rapid changes to working procedures and routines

Skills

- Ability to input data in a timely and accurate manner
- Ability to prioritise own workload
- To work on own initiative within agreed protocols
- Excellent verbal communication skills
- Excellent customer care skills
- Basic knowledge of medical terminology
- Basic keyboard skills Behaviour
- Excellent inter-personnel, communication and organisational skills
- Flexibility, adaptability and the ability to deal with change, to be able to cover a broad range of work.

6. Responsibilities of the Post Holder

- This role has frontline responsibility to provide reception services within the Outpatient department
- To ensure confidentiality in line with national and Trust specific policies
- To ensure the smooth and efficient running of the booking system and reception areas in the Trust with particular emphasis on being patient centred in approach
- To attend training sessions and demonstrate commitment to continuing professional development
- To ensure the smooth and efficient running of the Outpatient function
- To understand and maintain safe working conditions in accordance with Trust policies and Health and Safety legislation. Personal duty of care in relation to Health and Safety within their working area
- To prioritise own workload
- Demonstrate duties to new and existing staff and participate in the induction of new staff.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patientcentred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together.

We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride.

We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours:

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| Patient centred | I am fully committed to providing the very highest standards of care to our patients |
| Safety | I do everything I can to keep my patients and my colleagues safe |
| | I keep my environment clean and tidy |
| | I recognise when something is going wrong and I have the courage to do something about it |
| Compassion | I show a genuine concern for my patients and my colleagues |
| | I communicate well with others, listening and showing an interest in what they have to say |
| | I am positive, approachable and friendly |
| Respect | I treat my patients and my colleagues with dignity and respect |
| | I work openly and honestly as part of an effective team |
| | I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't |
| Excellence | I will always go the extra mile and improve things for my patients and my colleagues |
| | I am competent to carry out my role and committed to my personal and professional development |

I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

- The role requires an ability to work on own initiative and act independently within appropriate policies, procedures and guidelines.
- The ability to work with minimal supervision, work to agreed objectives and take advice from the line manager when appropriate.
- Prioritise own workload to ensure the daily, weekly, monthly, quarterly and annual deadlines are continually met.
- The post holder would be expected to problem solve and resolve issues on a daily basis using his/her own initiative.

8. Physical, Mental and Emotional Effort Required

- Frequent requirement for sitting in restricted position for substantial proportion of times (inputting, analysing and extracting data into/out of computer more or less continuously).
- Frequent, predictable requirement for prolonged concentration (converting information into codes and transfer of data from one system to another – requires accuracy and checking).
- Frequent, indirect exposure to distressing circumstances (daily indirect exposure to disturbing photographs, case notes and discussions about terminally ill patients).
- The role requires the post holder to exert frequent light physical effort
- The role requires visual acuity for reading of VDU screens
- The role requires significant periods of sitting at a computer terminal
- The role requires the post holder to spend regular periods of concentration
- The role requires the post holder to exert moderate physical effort for short periods when lifting Health records, pushing trolleys of notes or moving small amounts of stationary
- The nature of the role requires the post holder to be able to work to tight deadlines and prioritise own workload on a daily basis
- The role requires the post holder to frequently work in a very busy telephone appointment service environment or in a face to face capacity or working in a written or electronic environment
- Frequent exposure to patients and relatives who may be distressed, anxious, or verbally aggressive by telephone or in a face to face environment.

9. Outline of Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- There is a necessity to work with VDU equipment for a large part of the day.
- Frequent noise from telephones and computer equipment
- Some work areas are cramped, poorly ventilated with irregular temperatures and out dated equipment

- This role may require occasional exposure to distressing or emotional circumstances and contact with aggressive patients/relatives over the telephone and face to face
- Work well in office environment using a desktop PC
- Ability to travel across other sites and Trusts for meetings and training

Person Specification

Post of Outpatients Appointments Clerk

| Job Related Criteria | Essential | How Identified | Desirable | How Identified |
|--|---|---------------------------|---|---------------------------|
| Qualifications (Academic, Professional & Vocational) | GCSE's Grade C and above in Maths and English or equivalent Experience and training to Vocational Level 3 or equivalent | Application | CLAIT, ECDL or equivalent experience acquired through patient administration European Computer driving Licence Basic knowledge of Medical Terminology | Application |
| Previous Experience (Nature & Level) | Experience of working in a customer care environment OR Experience of working in an office environment Experience of using Microsoft Office- to include Excel and Outlook | Application and Interview | Experience of working in a reception area Knowledge or experience of NHS working | Application and Interview |

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| Evidence of Particular: - Knowledge - Skills - Aptitudes | Ability to evidence/demonstrate key values and behaviours in line with the Trust framework: ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence | Application Form and Interview | Awareness of National and Local Targets including cancer targets | Application form and Interview |
| | Ability to prioritise and organise own workload Ability to work on own initiative | | Knowledge of hospital and clinical information systems including CareFlow | Application form and Interview |

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| | Excellent oral and interpersonal communication skills, written and verbally, with ability to demonstrate fluency, clarity and effectiveness at all levels Attention to detail and accuracy | | | |
| Specific Requirements | Ability to maintain confidentiality Ability to work effectively within a large team or individually Ability and willingness to work flexibly Ability to cope with sometimes distressing/emotional situations Ability to work effectively under pressure and meet tight deadlines | | | |

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Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: