

Apprentice Job Description

Job Title:	Apprentice Pathway Support Coordinator
Band:	Apprentice
Base:	Your primary base will be at the Leicester Royal Infirmary. You may be required to work in other designated locations of the Trust as well as your primary base.
Reports to:	Admin Manager
Accountable to:	Service Manager

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

Job Summary	<p>To work in a supported learning environment to undertake a development programme leading to a National Standard as part of an apprenticeship programme. To develop the skills and knowledge required to complete the programme end point assessment to secure employment and progress in their career in the future.</p> <p>Primary duties are to provide an administrative support to the CMG area specifically supporting the Pathway Coordinator Medical Administration Team.</p>
Policy	Read and follow UHL policy and procedure
Key Result Areas	<p>To undertake a development programme leading to an Apprenticeship Standard as part of an employed apprenticeship within the agreed timescales.</p> <p>To actively participate in a development plan which will be regularly reviewed with the line manager and training provider and progress to achieving the end point assessment.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Under supervision ensure accurate processing of administrative correspondence (clinic letters, operation notes, non-clinic letters and virtual scans) • Develop a working knowledge of the National Standards which are applied to referrals, RTT & National cancer targets. • To develop the knowledge, skills and competencies of prioritising work load, appropriately answer queries over the phone and ensure all relevant outpatient appointments are recorded in case notes. • Assisting in clinic preparation specifically retrieval of notes, filing, tracking and preparation of scans for virtual clinics. • To gain confidence in prepping and sitting patient facing clinics. • Ensure that consistently high standards of customer service are delivered to all patients and working as part of a team.
Communications	Effectively communicate with all levels of staffing

GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

Person Specification

Post: Apprentice Pathway Support Coordinator

Band: Apprentice

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	Maths and English GCSE level grade F – A* or GCSE grade 1 – 9 or Functional Skills at level 1 or above		Application Form
Experience	Evidence of good written skills. Good communication skills Able and willing to follow instruction and learn new tasks Able to work flexibly as part of a team Willing to learn and to take	Understanding of Confidentiality & Data Protection Act	Application Form/Interview

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	<p>responsibility for their own development</p> <p>Willing to organise own workload</p> <p>Able to attend work at the required times</p> <p>A commitment to completing the apprenticeship end point assessment (EPA)</p>		
Communication and relationship skills	<p>Effective communication skills - both written and verbal</p> <p>Ability to work as part of a team</p>		Application Interview
Analytical and Judgement skills	<p>Understanding of Confidentiality & Data Protection Act</p> <p>Able to act on own initiative as well as follow instructions</p>		Application Interview
Skills	<p>Self-motivation</p> <p>Willingness to learn and apply that learning in the workplace</p>		Application Interview
Planning and organisation skills	<p>Be flexible in working</p>		Application

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	<p>arrangements to be able to cover the demands of the service</p> <p>Ability to plan, organise and prioritise</p> <p>Able to work under pressure</p>		Interview
Equality, Diversity and Inclusion	Able to demonstrate a commitment and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.	Awareness of Equality & Valuing Diversity Principle	Interview
Other requirements specific to the role			Application Interview