

“Creating a great place to be cared for; a great place to work”

NPAdminSAWLOX264

JOB DESCRIPTION

Job Title:	Administrative Support Assistant – Waiting List Office
Department/Ward:	Waiting List Office
Band:	2
Division:	Surgery and Critical Care
Responsible to:	Waiting List Office Manager
Accountable to:	Clinical Service Manager and Transformational Lead
JOB SUMMARY:	<p>The post will assist with the management of elective waiting lists for a number of consultants within the Surgical & Critical Care Group, liaising with the Waiting List Coordinators, Management Team and Consultants to ensure patients receive timely dates for surgery in accordance with Government Access Targets and Trusts Access Policies.</p> <p><u>KEY WORKING RELATIONSHIPS:</u></p> <p>Multidisciplinary teams and other support services Medical Records Department Pre-Operative Assessment Department Admissions Lounge Consultants Ward managers Clinical Service Managers Assistant Clinical Service Managers Specialist Nurses Internal / External agencies.</p>

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

1. To assist in the management of waiting lists during periods of absence
2. To contact patients pre operatively to confirm the patients admission date and to screen patients to ensure their suitability for the operation to help the trust reduce the DNA / cancellation rate
3. Producing lists and admission letters from computerised waiting list system. Arrange and send for all elective In Patient and Day Case admissions for this specialty within the Surgical Directorate.
4. Where clinically appropriate, all theatre lists should be booked 4 weeks in advance.
5. Liaise with Medical Records in relation to requesting case notes for all admissions.
6. Assist with the cancellation or postponement of patients as and when instructed.
7. Arranging urgent admissions and ‘extras’ directly from clinic as and when required.
8. Communicating with patients on short notice admission list to replace cancellations.
9. To communicate all changes to patient admissions, theatre sessions, intended procedure and equipment requirements to relevant staff when changes are made to theatre lists in a timely manner sometimes at short notice.
10. Assist with ensuring 28-day hospital and clinically urgent cancellation patients are rebooked as and when instructed
11. Ensure appropriate priority codes are inputted into Lorenzo for each patient on theatre lists.
12. Adhering to the Access Policy at all times e.g. DNA, Suspensions etc.
13. Liaise with the waiting list officers and waiting list office manager to ensure all theatre lists are fully utilised.
14. Updating waiting list entries, ensuring that all information held against patients on the waiting list system is both accurate and up-to-date at all times. This includes ensuring all 18 week statuses are correct
15. Involvement in booking waiting list initiative lists, as and when required to ensure the trust meet their targets.
16. Provide cover as and when required for other members of staff within the waiting list office.
17. The post holder will be expected to provide administrative support as required to the waiting list office

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18. To assist with the management of waiting lists to ensure that the 18 week pathway is adhered to and that deadlines are met
19. Dealing with incoming and outgoing mail as appropriate. Answering telephone calls, dealing with queries relating to the role
20. The post involves various forms of physical activities i.e. filing, involving bending, twisting and lifting. Sitting at workstation in the same position for long periods of time
21. Responsible for attending regular mandatory training sessions i.e. fire training, health and safety, manual handling and infection control. To attend annual appraisals and keep personal development plan folder up to date. Comply with the requirements of data protection act, access to health records act and legislation issued to confidential data
22. To be familiar with health and safety guidelines taking into account limited office space. The job entails extended VDU usage whilst being aware of policies, which relate to appropriate lighting, ventilation etc.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL SUSTAINABILITY – NET ZERO CARBON

University Hospitals of Morecambe Bay NHS Foundation Trust are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

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- Energy: Switch off non-essential electrical equipment and lighting when not in use. Report heating issues such as when buildings are too hot or too cold to the Estates Team.
- Water: Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- Waste: Follow the Trust waste policy – Reduce – Reuse – Recycle. Do not over order equipment or medicines. Healthcare waste must be disposed of in line with the Trust’s Waste Management policy.
- Biodiversity: Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the Estates Team for further details.
- Transport & Travel: Where possible lift share, cycle, walk or use public transport.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

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TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.