

JOB DESCRIPTION

Job Role: Band 3

Job Title: Clinic / Pathway Coordinator

Reports to: Admin Team Leader

Job Summary:

To undertake a full range of clerical support within the clinical and administrative area, having regular contact with patients, relatives, carers, visitors and healthcare professionals. The post holder has responsibility to ensure patients are planned to be seen/treated in a timely manner, in accordance with waiting list principles and relevant target dates as detailed in the Trust Access Policy. The post holder will ensure that clinics are managed to maximum capacity and will carry out duties in line Trust Standard Operating Procedures (SOPs).

KEY AREAS OF RESPONSIBILITY

- Utilise the Trust Hive System to accurately record patient details and activities (including but not limited to; appointments, discharges, waiting lists), ensuring the timely recording of all patient activity in line with the Trust Access Policy and data quality requirements.
- To manage new patient waiting lists on Hive in order to identify patients waiting longer than the accepted timescales, as outlined in the Trust Access Policy and take action to rectify including the management of 18 week pathways.
- To escalate shortfalls in capacity for both new and follow-up patients is escalated to the appropriate manager.
- To ensure each appointment is outcomed and actioned in a timely manner, in line with Trust policy and local Standard Operating Procedures (SOP's) so as to reduce preventable open registrations and will follow the escalation processes where required.
- To manage multiple (Did Not Attend) DNA's and cancellations in line with the Trust Access Policy.
- To manage the 2 way communications with patients using a range of functions on Hive, taking the necessary action where relevant.
- To ensure that all requests to cancel clinics / patient appointment slots, have met with senior management approval.
- To liaise with other clinic coordinators across the Division when demand varies, ensuring a 'one team' approach which will benefit the service user.
- To ensure patients have access to written communication including; opt in letters, appointment letters (with associated information leaflets), discharge letters.

- To provide a telephone service, answering incoming calls and responding to queries, forwarding messages as necessary, liaising with other departments and external organisations where appropriate.
- To communicate with service users in an empathetic manner, using tact and diplomacy and to understand potential barriers to communication modifying both style and method of communication appropriately.
- To arrange requests for other services, including procedures, investigations, translation, transport etc, ensuring compliance with Trust deadlines where relevant.
- To contribute to the provision and smooth running of a reception service, ensuring customer service needs are met. This may involve supervision of staff at a lower grade.
- To contribute to best practice and assist in developing working practices in the unit/team to deliver an efficient and effective administration service.
- To prioritise and allocate work resulting from opening and actioning of mail.
- To assist in the complaints resolution procedure as appropriate.
- Using the appropriate systems, to contribute to the maintenance of appropriate stock and non stock items, in line with Trust protocol.
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments and requirements.

Health and Safety at Work

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

Infection Control

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

Safeguarding

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

Security

The post holder has a responsibility to ensure the preservation of NHS property and resources.

Confidentiality

The post holder is required to maintain confidentiality at all times in all aspects of work.

No Smoking Policy

The Trust operates a no smoking policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

Team Briefing

The Trust operates a system of Team Briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

Equal Opportunities

Manchester University NHS Foundation Trust encourages equal opportunities and operates an equal opportunities policy. All individuals regardless of race, ethnicity, nationality, gender or disability are encouraged to apply for advertised posts.

PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i>	<i>Desirable</i>
Education/Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level - English and Maths or equivalent experience 	
Knowledge/Experience	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office Packages • Customer service experience • Awareness of Data Protection (GDPR) 	<ul style="list-style-type: none"> • Waiting list management • Previous experience of RTT / 18 week Pathway Management
Skills/Attributes	<ul style="list-style-type: none"> • Written communication with the ability to present information/reports in a concise format • Evidence of initiative • Evidence of organisation skills • Evidence of ongoing CPD / recent learning 	