

Job Description

Job Information		
Job Title:	Clinic Utilisation & RTT Coordinator	
Directorate / Service:		
AfC Band:	3	
Professionally Accountable to:	Head of Service	
Responsible to:	Line Manager	
Base Location:	LUHFT sites	
Job Code:	AS.OS.R0666	
ESR Position Number:		

Job Summary
<p>Monitoring of the service RTT in liaison with line manager to highlight concerns and potential issues,</p> <p>Undertake reviews of all clinic templates and agree and apply slot conversion rules with Clinicians and local management.</p> <p>Make best use of all available clinic appointments to ensure maximum utilisation for all clinics within the area.</p> <p>Manage and monitor waiting lists to ensure that procedures are carried out within specified government targets and locally agreed clinical protocols.</p> <p>Ensure all patients are seen within government and local waiting time targets and service is managed in accordance with legislation, policies and guidelines to meet the overall objectives of LUHFT</p> <p>Provide and maintain an efficient and effective administrative service, undertaking a range of administrative duties in line with local policies and procedures.</p>
Key responsibilities
<p>Clinical Utilisation</p> <ul style="list-style-type: none"> To review all existing clinic templates using agreed template change request procedures and agree slot conversion rules with Clinicians and local management. To provide relevant, up to date and accurate information to local management and Clinicians on utilisation of clinic appointments and available slots.

- To assist in solving change requirements for clinic and available capacity. Help identify a range of options and draw appropriate conclusions in partnership with local management colleagues.
- Provide a first-class booking service to patients and service users.
- Work collaboratively with other professionals and agencies to ensure patient needs are met in relation to service provision.
- To arrange cancellation of clinic(s) as result of consultant absence (e.g. annual leave) using appropriate template and notification periods.
- Monitor clinic templates to ensure changes identified are incorporated in timely manner.

RTT

- To liaise with senior management on regular basis on ongoing management of RTT, highlighting concerns and ensuring breaches are prioritised as required.
- To monitor RTT and inbound referrals to ensure removal of duplications in timely manner in accordance with clinical direction.
- To actively manage RTT to ensure clock start/clock stop actions are carried out effectively by clinic staff.

Waiting List Management Duties

- To coordinate and monitor waiting lists.
- Production of accurate waiting time information on a weekly basis and ensuring that there are no outliers to targets.
- The post-holder will experience a daily requirement to produce accurate work at speed.

Communication

- Maintain regular contact with Clinic Clerks/Reception staff in ensuring they are aware of up-to-date clinic lists for preparation of clinics.
- Book appointments, communicating information to patient via post of clinic appointment letter(s) or telephone as required.
- Meet with management/colleagues as required to update on progress and agree changes.
- Daily liaison with patients regarding appointment queries, cancellations etc., rescheduling appointments where identified.
- Maintain accurate patient information on hospital systems, updating as required.

General Administrative Duties

- To provide and maintain an effective and efficient administrative service.
- Prioritise and organise own workload daily.
- Liaise with colleagues and management to suggest improvements to local systems and processes to ensure service is as efficient and effective as possible.
- Deal efficiently with all hospital staff and visitors.
- Maintain professional standards in appearance, behaviour and punctuality.

Clinical Governance / Quality

To ensure requirements of the Trust's Quality initiatives are met in relation to agreed clerical functions.

To ensure system function is fully utilised to achieve maximum benefits.

To ensure that health record and patient information is recorded accurately in accordance with Trust, Local and National guidelines.

To produce reports together with recommendations on Clinic Utilisation.

Education and Training Development

Assist in training and supervision of new members of staff.

Share knowledge of systems with colleagues as required.

Equality and Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice;

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services;

- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the professional levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone with whom they come into contact.
- With the support of managers develop an equality and diversity objective through the personal development review process.

Values and Behaviours

We are Caring

We are kind to each other and always show compassion to ourselves and others.

We know we are doing this when:

- We are always **kind** and **compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest**.

We Are Innovative

We work as a team to continuously improve the way we deliver and transform health care.

We know we are doing this when:

- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities.

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours).

All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

Management of Risk & Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.

All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.

Safeguarding Children and Vulnerable Adults
<p>All trust employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.</p>
IT Skills
<p>All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.</p>
Records Management
<p>All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.</p>
Information Quality
<p>All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose.</p> <p>All staff should comply with the Information Quality Policy.</p>
Professional Responsibility
<p>As per any required registration & LUHFT policy.</p> <p>This post is managed rather than supervised and the post-holder will have to make decisions on a day-to-day basis regarding patient appointments. There is also a need for good judgement in assessing waiting times and maintaining waiting time targets. The post-holder will be expected to deal with the constant pressure of large workload combined with tight time constraints.</p>
Clinical Responsibility
<p>N/A</p>
Administration Responsibility

To provide and maintain an efficient and effective administrative service, undertaking a range of administrative duties in line with social policies and procedures.

Research

To participate in research studies/audits as appropriate.

Strategic role

N/A

HR Management

Assist in training and supervision of new members of staff.

Financial Responsibility

Careful use of office equipment and supplies.

Change of Job Description

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

Person Specification

Job Title:	Clinic Utilisation & RTT Coordinator		
Band	3	Job Code:	AS.OS.R0666

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	NVQ3 or equivalent	E		
2	RSA II or equivalent	E		
	Experience	Essential	Desirable	Assessment
3	Experience of outpatient/booking environment	E		
4	Have demonstrable experience and knowledge of service improvement systems		D	
	Knowledge	Essential	Desirable	Assessment
5	A good working knowledge of computers and software packages	E		
6	Able to demonstrate an understanding of a wide range of local hospitals systems/ processes and policies	E		
	Skills	Essential	Desirable	Assessment
7	Accurate keyboard skills	E		
8	Good basic numeracy skills	E		
9	Excellent interpersonal skills with ability to communicate at all levels	E		
10	Ability to present data and information in a useful and understandable format	E		
11	Work / task prioritisation skills	E		
12	Good communication and negotiation skills	E		

LIVING OUR VALUES

