



Liverpool University Hospitals

NHS Foundation Trust

Job Description

Job Information		
	Job Title:	Higher Appointments Clerk
	Directorate / Service:	Imaging
	AfC Band:	3
	Accountable to:	Head of Service
	Reports to:	Line Manager
	Base Location:	As directed
	AFC Job Code:	AS.OS.R0011
	ESR Position Number:	

Job Summary

To participate in administrative and clerical duties as determined by the Office Manager.

Key responsibilities

- Maintenance of high standard in all aspects of work.
- Ability to prioritise and organise own workload.
- Registering patient details on computer.
- To full and partially book appointments for all modalities. (for inpatients and outpatients)
- Retrieval of request forms leading to ensure timely vetting and prioritisation of requests.
- Issuing of appointment letters and relevant preparation.
- Working to departmental protocol regarding the delivery and advice of

LIVING OUR VALUES



preparation and appropriate medicines.

- Dealing with complex telephone queries from wards consultants, GP's and patients enquiring about waiting times or appointment dates
- To organise the booking of ambulances for patients as necessary.
- To liaise with the translation services regarding the booking of translators for patient appointments.
- Liaising with Consultants regarding complex cases
- Explain outpatient waiting lists to patients concerning appointment times
- Knowledge of a range of procedures and given protocols regarding examinations
- Co-operation with, and provision of assistance were necessary to all medical, nursing and other hospital staff
- To comply with the health and safety policies of the trust including attendance of mandatory training sessions as specified.
- To comply with departmental and organisational policies and procedures including reporting of all accidents and incidents.
- To ensure that potential hazards are identified and reported to the correct authority as necessary.
- To observe patient confidentiality at all times and to comply with the data protection act caldicott recommendations.
- All employees of the trust are required to carry out their duties with due regard to the fair access and respect the culture beliefs and customs held by clients and staff.
- Performance of any other duties as required.

Clinical Governance / Quality
N/A
Education and training development
<ul style="list-style-type: none">• To actively participate in the in-service training programme within the department.• To attend relevant training courses as identified and agreed with senior staff and managers during staff appraisal.

N/A

- To disseminate information from training sessions as required.
- To participate in NVQ III Customer Care.
- This job description is intended as a general guide to the scope of duties and maybe subject to consultation or revision as service needs require.

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 same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

Values and Behaviours

We are Caring

We treat people equitably and value their different experiences.

We know we are doing this when:

- We value everyone for their unique contribution to our Trust whatever their diverse backgrounds
- We are kind, always showing compassion
- We praise good effort and good results, always showing appreciation

We are Fair

We are good role models (to each other and the public we serve), being

accountable for what we do and how we behave.

We know we are doing this when:

- We are confident in presenting new ideas – we speak up and we support our colleagues to do the same, particularly those colleagues from diverse backgrounds
- We are open and honest
- We learn from mistakes, aiming to get things right first time, exploring new ideas when we can

We Are Innovative

We work as one team to deliver, improve and transform care through continuous improvement.

We know we are doing this when:

- We are professional, always seeking to do the right thing
- We create and share knowledge with patients, each other and our professional communities
- We continuously strive to make things better and to pioneer new ways of doing things

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.

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.
Safeguarding Children and Vulnerable Adults
All trust employees are required to act in such a way that at all times safeguards the health and well being 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.
IT Skills
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.
Records Management
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.
Information Quality
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. All staff should comply with the Information Quality Policy.
Professional Responsibility
N/A
Clinical Responsibility
N/A
Administration Responsibility
To participate in administrative and clerical duties as determined by the Office Manager.
Research
Participate in audit
Strategic role
n/a
HR Management

Demonstrates own duties to others as required
Financial Responsibility
n/a
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.



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Person Specification

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Qualifications	Essential	Desirable	Assessment
NVQ 3 Customer Care or equivalent	E		
Possession of full NVQ 3 Customer Care and experience of implementing such skills in the workplace		D	
Experience	Essential	Desirable	Assessment
Experience of working in an office/multi disciplinary environment.		D	
Previous NHS/healthcare provider experience		D	
Knowledge	Essential	Desirable	Assessment
Knowledge of Patient Administration System		D	
Skills	Essential	Desirable	Assessment
Computer skills	E		

Good communication and interpersonal skills	E		
Prioritisation Skills	E		