

## Job Description

|                               |                           |
|-------------------------------|---------------------------|
| Post                          | Waiting List Co-ordinator |
| Band                          | 3                         |
| Department                    | Endoscopy                 |
| Responsible to                | Team leader               |
| Professionally Accountable to | Directorate Manager       |
| Date written                  | 10/08/2023                |
| Written by                    | Michael MacDonald         |

## Job Summary

To work as part of a clerical team to support a defined team of Clinicians.

Provide an efficient administrative and day-to-day support service to the Endoscopy department. Duties will include organising and managing inpatient waiting lists. Booking TCI appointments, dealing with a variety of different enquiries from both patients and clinicians alike. All general office duties to include various programmes within the department.

**Undertake effective administrative duties as part of the admin team required by Endoscopy.**

The post holder will be required to work as part of the administration team and provide cross cover during periods of staff absence within their existing team and other teams within the Directorate as and when required. This support should normally be provided during the core hours of 8am and 5pm. However, to ensure alignment with the Direct Clinical Care time of the Clinicians for whom they support flexibility from the core hours may be required and will be determined locally depending upon the needs of the service.

## Key Working Relationships

Team colleagues  
Patients  
Clinicians  
Nurses  
Secretaries  
Team Leader

## Main Duties and Responsibilities



Compassion



Accountability



Respect



Integrity



Courage

To ensure that the correct administration procedures are followed and all relevant letters, prep and related information as required for the department is sent out in a timely manner I.E., confirmation letters etc.

To deal with enquiries on behalf of the Clinical Teams either by telephone, personal contact, or correspondence, within agreed limits and take appropriate action, i.e., ensure appropriate documentation is available.

Assist with the effective management of patient pathway and ensuring that all necessary appointments, including inpatients, lists, waiting list etc. are organised arranged in an appropriate time frame, ensure that lists are utilised to capacity, diagnostics and tests are processed as requested and that patients receive timely treatment thus meeting the Trust and national standards when required.

Assist with the coordination of lists to ensure effective time management.

Assist with ensuring the relevant databases and patient information systems are up to date.

Assist the clinical teams and on receipt of test/investigations results

Provide general administrative services including photocopying, filing, faxing and other office routines.

Ensure all correspondence and documentation is filed promptly and cross reference whenever necessary.

Prepare and collate statistical information as required and input to database if appropriate, in conjunction with Trust requirements.

Ensure that relevant health records are available to the Clinical Team when required and anticipate demand wherever possible.

Receive and sort daily post, date stamp and distribute as appropriate.

Assist the process of patient tracking including booking all necessary appointments, chasing results, waiting lists, and ensuring that patients receive timely treatment up to the point of discharge when required.

Liaise with other hospital departments, GPs and other health care agencies when required.

Assist and help colleagues when the need arises.

Provide cross-cover within administration team during absence and follow relevant organisational policies such as notification of sickness absence and participation in individual appraisal.

### **Statutory and Miscellaneous**

- The post holder may be required to carry out other relevant duties as required
- The post holder will be expected to participate in the Trust's objectives, contractual obligations and governance agenda.
- The post holder will make themselves familiar with, and adhere to, at all times, the policies and procedures of the Trust
- The post holder will adhere to, at all times, any Professional and NHS Code of Conducts for their area of work.

- The post holder will be expected to work to any Directorate/Department objectives and standards set in order to provide an acceptable level of service.
- The post holder will act, at all times, in a courteous, dignified and respectful manner when dealing with patients, staff and visitors to the Trust
- **Health and Safety** - The post holder is expected to ensure a healthy and safe environment exists in the department at all times. They are expected to take reasonable care for their acts or omissions. Trust policies and statutory regulations should be adhered to.
- **Confidentiality** - Attention is drawn to the confidential aspects of this post. Any breach of confidence may result in disciplinary proceedings, which could result in dismissal and may also result in civil action for damages
- **Information Security** - The post holder is expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage. Trust policies and statutory regulations should be adhered to.
- **Risk Management** - To ensure that clinical and non-clinical incidents are reported, recorded and analysed to improve the safety and quality of the service. To assist with risk assessments.
- **Freedom of Information Act 2000 and Non-Health Records Management** - The postholder is expected to comply with Trust policies and procedures on the Freedom of Information Act 2000, Non-Health Records Management and other regulations for the management of Public Records. The Trust requires that all staff contact the Freedom of Information Manager for advice and guidance on all matters pertaining to the Freedom of Information Act. They must also ensure that Freedom of Information requests received directly are referred immediately to the Freedom of Information Manager.
- **Infection Control** - The post holder is expected to adhere to and promote compliance with the Trusts Infection Control Policy and associated codes of practice and take appropriate action where non-compliance is evident
- **Safeguarding** - The post holder will comply with legislation and Trusts policies relating to safeguarding children and vulnerable adults
- **NHS Indemnity** - This post is not covered by NHS Indemnity.

This job description is not exhaustive and is intended to be a guide to the principle duties and responsibilities of the post only. It may be amended at any time with the agreement of the post holder and line manager.

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff).
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given.

### **Confidentiality, Data Protection and Data Quality**

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

### **Safeguarding Children and Adults at Risk**

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse

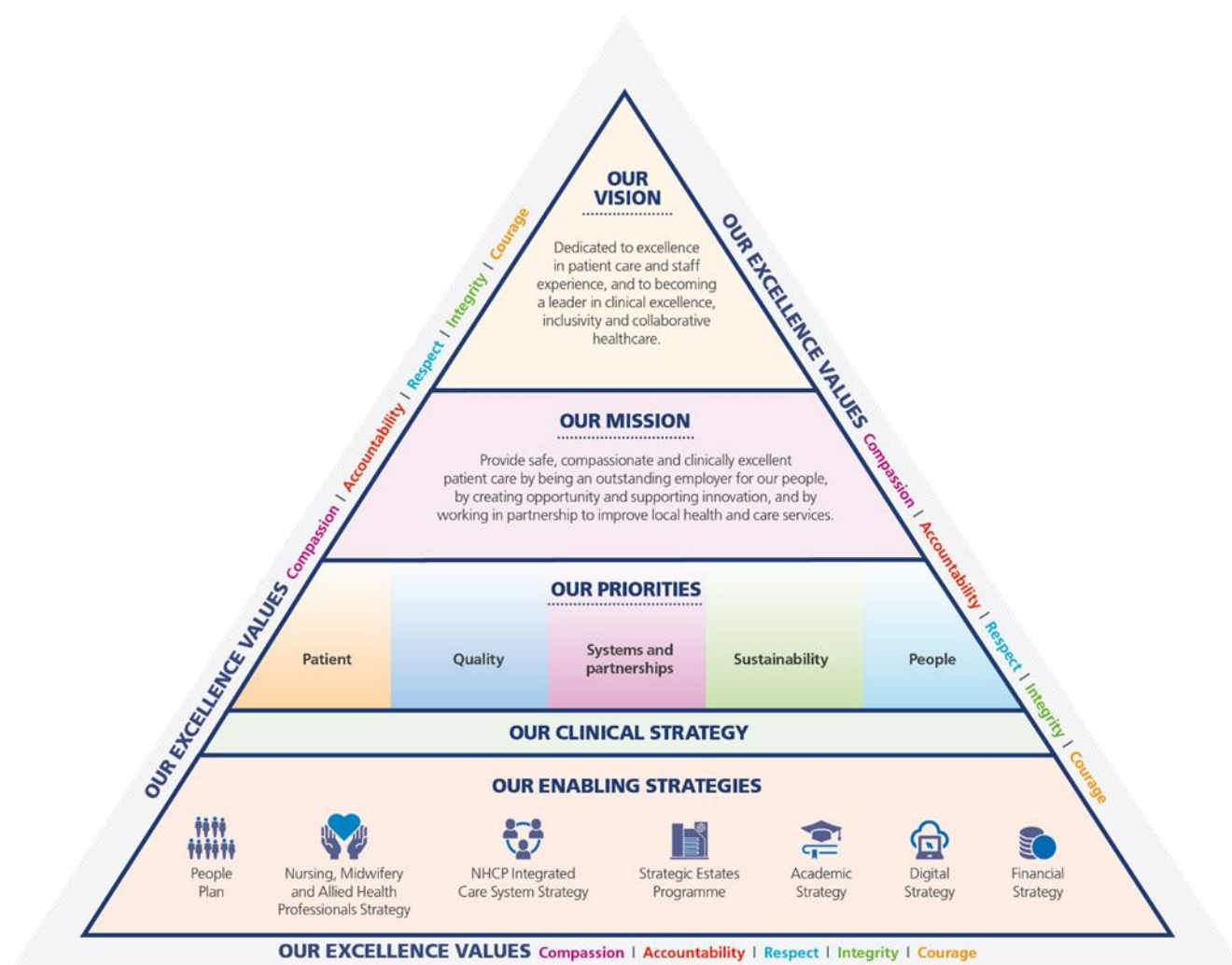
or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## Our Vision and Values

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team, leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



Our  
Face



We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.



We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

| Shortlisting Criteria  | Essential | Desirable |
|--|-----------|-----------|
| <b>Educations, Training and Qualifications</b>   |           |           |
| Educated to GCSE 3 level of education, training or experience  | X         |           |
| <b>Knowledge and Experience</b>  |           |           |
| Knowledge of a range of administration duties and procedures   | X         |           |
| Excellent communication skills both written and verbal   | X         |           |
| Courteous, tactful and efficient telephone manner at all times   | X         |           |
| Proficient in Microsoft packages including Word, Excel and Outlook   | X         |           |
| Experience of working in the NHS   |           | X         |
| Experience of working in a busy office environment   | X         |           |
| Experience of database systems   | X         |           |
| Planning and organisational skills to plan straightforward tasks   | X         |           |
| Advanced keyboard skills   | X         |           |
| Analytical and judgement skills for problem solving  | X         |           |
| Work well as part of a team  | X         |           |
| <b>Skills</b>  |           |           |
| Developed attention to detail and accuracy   | X         |           |
| Organisational skills and the ability to work methodically and prioritise  | X         |           |
| Ability to cope under pressure and meet deadlines  | X         |           |
| Ability to help build effective working relationships at all levels within and outside of the hospital                                     | X         |           |
| Ability to communicate with all levels of staff including Clinicians, junior medical staff, practitioners, Managers and others as required | X         |           |
| Able to maintain confidentiality at all times  | X         |           |

|  |   |  |
|--|---|--|
| Ability to cope under pressure and meet deadlines  | X |  |
| <b>Key Competencies/Personal Qualities and Attributes</b>  |   |  |
| Able to self-motivate  | X |  |
| Ability to use own initiative  | X |  |
| Confident to establish and maintain good working relationships at all levels                       | X |  |
| Empathetic approach, understanding the needs of the patients and apply a tact and sensitive manner | X |  |
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