

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DETAILS

JOB TITLE: Booking Clerk - Radiology

BAND: 3

LOCATION: Birmingham Children's Hospital

DEPARTMENT: Radiology

HOURS OF WORK: 37.5

ON CALL/OUT OF HOURS: No

ACCOUNTABLE TO: Radiology Business Admin Manager

RESPONSIBLE TO: Radiology Operational Manager

DIRECTORATE: Urgent & Critical Care

We know that organisations which have strong values and behaviours do well and that employees are engaged, happy and motivated in their work. We've worked closely with staff to develop and embed our values and we will continue to ensure that they underpin the way we care for our patients and each other.

Our mission:

To provide outstanding care and treatment, to share and spread new knowledge and practice, and to always be at the forefront of what is possible.

Our vision:

To be a world-leading team providing world-leading care.

Our goal:

To be the best place to work and be cared for, where research and innovation thrive, creating a global impact.

Our values:

- Ambitious
- Brave
- Compassionate

JOB PURPOSE

To ensure accurate appointments are booked in a timely manner across all modalities within Radiology using a variety of trust IT systems. To ensure that appointments are made within clinically agreed timescales and in line with Trust-wide and local protocols.

JOB INFORMATION

The post is based within the Radiology Department at Birmingham Children's Hospital. There is the potential that multi-site working is required at Birmingham Women's Hospital within the Radiology Department.

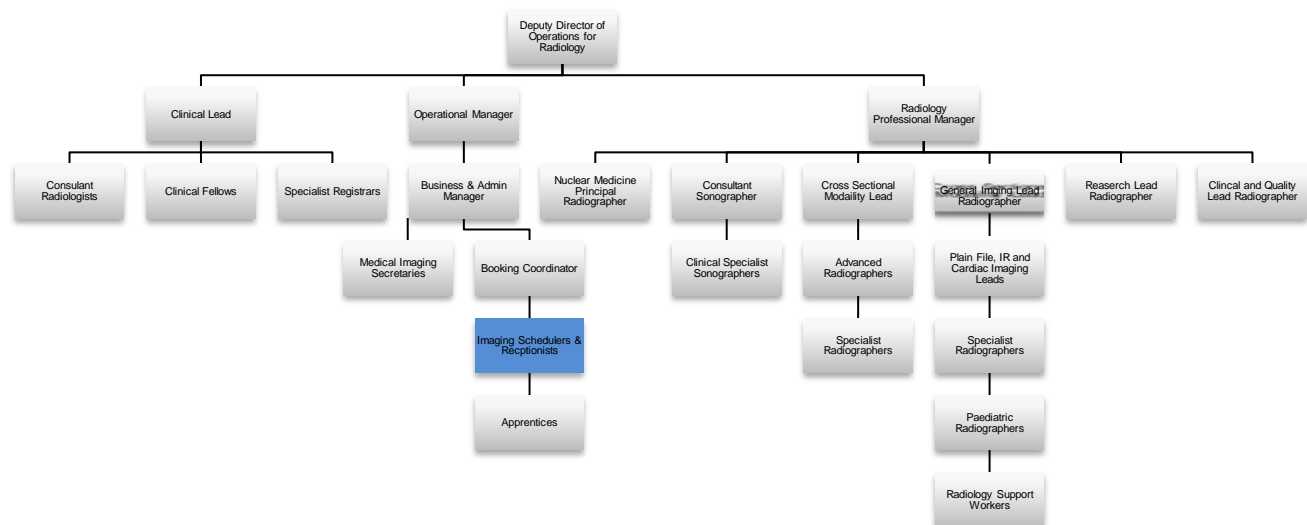
The post holder will liaise will interface with several multi-disciplinary teams including Radiographers, Radiologists, Medical Secretaries, Consultants, Wards, Theatre Teams.

CORE KEY RESPONSIBILITIES

- To book appointments accurately using IT systems in line with urgent requests, departmental waiting list, adhering to the Trust's current waiting times and protocols. Ensure SOPs are always followed.
- To ensure patients individual needs and requirements are taken into consideration when booking appointments, escalating where necessary.
- Differentiate between diagnostic and planned referrals, Booking appropriately depending on clinical need.
- Liaise with Bed Manager and Central Admissions Team when booking beds for sedation / GA patients including completion of TCI forms, ensuring patients are booked onto an appropriate ward for their needs.
- Monitor bookings and waiting lists to ensure patients receive their appointment in line with the current waiting list guidelines and ensure all appointment slots are fully utilised.
- To book interpreters / transport where required.
- Work in partnership with Health Records / Clinical secretaries and other Health Care Professionals to ensure that they are aware of any change in patient demographic or appointments.
- Liaise with Radiology consultants, Registrars, Secretaries, Radiographers, Theatres, and all other hospital departments in regard to re-arranging / cancelling of lists as necessary, ensuring all parties involved are notified.

- Communicating with patients either by letter or telephone to ensure they are aware of their appointments and confirm that they are attending, relaying additional information such as sedation / GA instructions.
- Communicate appropriately with patients who may be fearful, aggressive or have sensitive concerns and those who may present difficulties in communication e.g., deaf, disabled, and non-English speaking patients.
- Cover Radiology Reception when required, including providing cover at weekends on a rota basis.
- To answer any telephone queries from patients, families, other hospitals, GPs, other departments within the hospital, and outside agencies such as Police and Coroner or re-direct them on to the relevant person. To take messages as appropriate.
- Prioritise own work at the same time as maintaining all necessary deadlines.
- To carry out any other duties as may be requested and to provide cover during absence of other office staff within the department.

ORGANISATIONAL CHART



COMMUNICATION AND WORKING RELATIONSHIPS

- Radiology Staff including Radiologists, Radiographers, Support Workers
- BWC Departmental Staff including wards, theatre coordinators
- External referrers to include other hospital consultants, GPs

ANALYTICAL AND JUDGEMENT RESPONSIBILITIES

- Complete utilisation data dashboard to demonstrate utilisation of modality lists

PLANNING AND ORGANISATIONAL SKILLS

- Prioritise workload according to lists and available slots
- Prioritise workload in accordance with clinical needs of patients

TRUST LEADERSHIP AND MANAGEMENT RESPONSIBILITIES

Provide effective leadership and management to staff which promotes the Trust's values and high performance standards both individually and as a team, in the achievement of the Trust's objectives and priorities. The Trust's success will be dependent on all managers playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation. Managers will be expected to:

- Understand the Trust's key priorities and those of your Department and how these translate within your area/team.
- Ensure clarity and effectiveness in developing and designing roles.
- Ensure management of staff is consistent with Trust's Values to the achievement of equality, equity and optimum performance.
- Complete annual Appraisals for all staff which reflect these priorities and ensure staff have access to appropriate training and development.
- Communicate regularly through meetings with teams and individuals and provide opportunity for two-way feedback.
- Promote an effective team ethos.

- Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.

SPECIFIC KEY RESPONSIBILITIES

Health and Safety

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The postholder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Confidentiality

Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civic damage under the Data Protection Act 1998. It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right to such information. The Trust fully upholds the Caldicott Report principles and you are expected within your day to day work to respect the confidentiality of patient identifiable information.

Infection Prevention & Control

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work and must attend Infection Control training commensurate to their role.

Major Incidents

In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence, reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.

Risk Management

The post-holder should be aware of the process for reviewing systems and improving them, in order to increase patient safety and improve the service provided by BCH. All staff (on permanent, temporary or honorary contracts) should have an awareness of the risk management processes and an understanding of risk management as part of the Governance agenda. This includes assessing, monitoring and managing all aspects of risk, including the planning and undertaking of any remedial action. All staff should ensure they are aware of the Trust Risk Manual. All staff must be aware of their responsibility for reporting any adverse incidents, including “near miss” events, in accordance with the Trust’s Policy and guidance from the National Patient Safety Agency (NPSA).

Equality & Dignity

The postholder will be expected to adhere strictly to principles of fairness and equality in carrying out the role. At all times the postholder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. The Trust will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Safeguarding

As a Trust employee you are required to comply with all legislation and guidance relating to safeguarding children and adults, and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implications for your continued employment. You are required to inform the Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.

Communication

An integral part of the role of any healthcare professional is to communicate effectively with their staff and colleagues. It is an expectation of this role that resources, and time will be allocated to communicate fully with staff and involve them in the decisions affecting them. Arrangements should be made to ensure that local and Trust-wide matters are communicated and discussed via appropriate means (i.e., team meetings, written briefings etc.)

Induction

It is the responsibility of every employee to participate fully in induction. A Trust-wide induction course is held on the first and third Monday of each month and local induction will be provided within your own place of work.

Appraisal & Performance Management

All staff will be expected to fully participate in the Appraisal/ Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation. Failure to participate in any stage of the process will render the process 'incomplete'.

Working Time Directive

The working Time Regulations 1998 require that you should not work more than an average of 48 hours each week, i.e. in a 17-week period no more than 816 hours or 1248 hours in a 26-week period. To work more you must have the authorisation of your manager and you must sign an opt-out agreement that you choose to work more. Should you have more than one job with the Trust or have a job with another employer, then the total hours worked in all your jobs should not exceed the average of 48 hours as above. You are therefore required to inform your manager if you continue to work elsewhere and the number of hours you work, or if you take up work elsewhere during your employment with the Trust.

PERSON SPECIFICATION

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BAND: 3

LOCATION: Radiology – Birmingham Children’s Hospital

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
• GCSE Level	E	A
• Good English and Numeracy	E	A
• Experience in a similar role	E	A

KNOWLEDGE & NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
• Administration experiences	E	A/I
• Good telephone manner	E	A/I
• Excellent communication skills	E	A/I
• Excellent organisational skills	E	A/I
• Problem solving	E	A/I
• Departmental terminology	D	A/I
• Previous experience in a patient focused environment	E	A/I
• Previous experience of Booking Appointments	D	A/I

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
• Knowledge of Radiology Management System (RIS)	D	A/I
• Knowledge of Scheduler	D	A/I
• Knowledge of Radiology modalities	D	A/I
• Knowledge of Lorenzo	D	A/I
• Knowledge of ORMIS	D	A/I
• Knowledge of PACS	D	A/I

PERSONAL SKILLS / ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
• Accuracy	E	A/I
• Articulate – able to work within a team and using own initiative	E	A/I
• Ability to work under pressure	E	A/I
• Able to work to deadlines	E	A/I
• Able to work without direct supervision	E	A/I
• Team Player	E	A/I

• Excellent communicator	E	A/I
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OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
• Highly motivated, flexible and possess enthusiasm for learning and developing role	E	A/I
• Reliable	E	A/I
• Punctual	E	A/I
• Able to work the hours and duties require by the post	E	A/I
• Able to adopt a flexible approach when required by the needs of the service	E	A/I

	Designation	Name	Signature
Post Holder			
Manager			

Date of JD/Person Specification:

Date of Review:

Version: