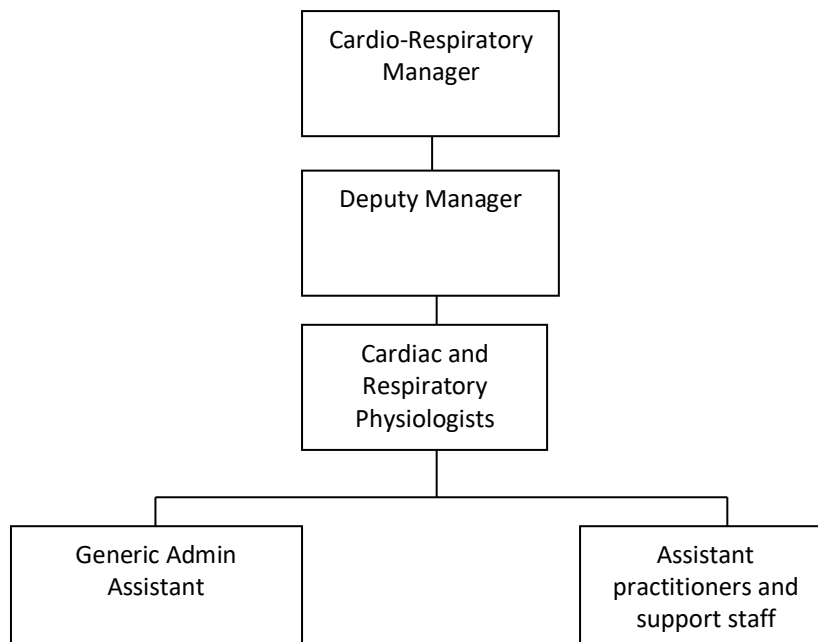


## **JOB DESCRIPTION**

<b>JOB TITLE</b>	Booking / Admin Clerk
<b>PAY BAND</b>	Band 3
<b>DIRECTORATE / DIVISION</b>	Acute and integrated care
<b>DEPARTMENT</b>	Cardio-Respiratory department
<b>BASE</b>	East Cheshire NHS Trust
<b>RESPONSIBLE TO</b>	Cardio-Respiratory Manager
<b>ACCOUNTABLE TO</b>	Cardio-Respiratory manager
<b>REVIEWED</b>	February 2024
<b>REVIEW DATE</b>	February 2026

### **Organisational Chart**

#### **Cardio-Respiratory Department**



## **Job Summary**

To work as part of the cardio-respiratory booking and admin team to plan, book and schedule outpatient cardio-respiratory appointments ensuring that both Government and Trust targets are met. Working with the department manager to ensure that cardio-respiratory clinic capacity is utilised efficiently and effectively. Managing all follow up waiting lists ensuring appropriate prioritisation of patients including giving patients a choice of day and time where possible. Dealing with all administrative enquiries including face to face, incoming calls and emails and assisting patients and staff with booking/re-booking appointments.

## **Key responsibilities**

- Act as part of an informed, polite and conscientious telephone service, offering, cancelling and rescheduling patient appointments that adhere to both Trust and government booking targets including 18 weeks, diagnostic targets and cancer targets
- Have an understanding of clinic templates used in cardio-respiratory (types of appointments, types of patients seen by the physiology team) to judge selection of the right appointment for a patient.
- To be proficient in the use of the relevant patient administration systems for booking all types of appointments ensuring this function is co-ordinated and updated accurately and in a timely manner.
- Maintain all follow up waiting lists for all diagnostic tests and CPAP clinics on a daily basis.
- Escalate booking and capacity issues and rescheduling patient appointments to avoid breaches of waiting list targets.
- To work in conjunction with the Cardio-respiratory manager to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.
- To support the Cardio-respiratory manager in delivering a consistent and co-ordinated approach to the operational management of Outpatient services.
- Provide patients with confirmation of appointment and relevant information.

## **Operational Management**

- Maintain all appropriate patient information, including demographic information and appointment details.
- Continually monitor patient pathways and use initiative in rescheduling relevant appointments to ensure patients do not breach waiting list targets.
- Liaise with medical secretaries, external agencies and G.P. practices in a manner that aids close working relationships with service users, commissioners and external agencies.
- Add, remove and alter patient entries on various outpatient waiting lists, with a level of detail that allows the department to comply with national targets
- Ensure each patient letter leaving the department includes all required information such as patient leaflets, maps and directions.
- Immediately raise any capacity difficulties encountered whilst booking patients, for which there is no agreed solution, with the Cardio-respiratory manager.
- Follow the Trust Access Policy in regards to rescheduling appointments for patients unable to attend on multiple occasions and in particular those patients deemed as 'vulnerable'.
- Liaise with the 18 week Team seeking breach dates and amending patient appointments as necessary.

- Process clinic cancellations across all specialties, ensuring patients are rebooked appropriately following standard operational procedure and Trust Access Policy.
- Assist in gathering and submitting monthly statistics.
- To undertake all associated duties in ensuring the information held within the IT systems is maintained in an accurate and timely manner.
- Be clear, concise, polite, friendly and professional when communicating with patients, their relatives and carers as well as with hospital consultants, other health professionals, hospital staff from own and other departments, staff from general practice and other hospital Trusts.
- To participate in service developments for the administrative team within the cardio-respiratory department.
- To be responsible and pro-active for own self development
- To be a team player developing team working and encouraging a collaborative approach.

### **General Admin**

- To undertake all administration duties to ensure a comprehensive administrative support service to Outpatients including answer machine queries, email requests (patient and staff) and appointment reminder reports.
- To undertake any other duties as requested by the Cardio-respiratory manager or senior physiologists.
- The post requires the ability to prioritise a workload and meet the demands of the patients.
- Maintain the area in a clean tidy manner at all times.
- Maintain a safe environment for patients, staff and visitors.

### **Resources and Finance**

- To ensure patient activity is monitored and recorded in an efficient and effective manner.

**This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service**

## **GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS**

To maintain a broad understanding of the work of the Booking Clerk (Follow up Booking), and of Trust as a whole, and actively contribute your ideas for the improvement of service provision.

To ensure own actions contribute to the maintenance of a quality service provision.

To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.

To participate in Trust's Performance and Development Review and to undertake any identified training and development related to the post.

To undertake statutory and mandatory training as deemed appropriate by the Trust.

To develop and maintain effective working relationships with colleagues.

To adhere to all Trust policies and procedures.

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust; you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines.

### **Infection Control:**

All staff have a duty to comply with all relevant ECNHST guidelines and policies in relation to Infection, Prevention and Control. You have a duty to ensure that you minimise the risk of infection, infectious diseases and particularly Hospital Acquired Infection. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines.

### **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Human Rights:**

The Trust will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on grounds of age, gender, gender reassignment, sexual orientation, disability, marital or civil partnership status or family circumstances, race, colour, nationality, ethnic origin, religion or belief, trade union activity & social and economic status.

### **Values based Recruitment**

The post-holder has a responsibility to ensure that their own actions and behaviours fully support the Trust's core values.

### **Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and (*include here relevant codes of conduct dependent on profession i.e. N&M/NHS Managers/Allied Health Profession etc*) codes of conduct which are relevant to this post.

### **SAFEGUARDING Adults and Children**

East Cheshire NHS Trust has a responsibility and is committed to, safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honor this commitment to minimise risk of harm in accordance with current legislation, statutory guidance and Trust policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard our patients.

### **Disclosure and Barring Service (DBS):**

“REHABILITATION OF OFFENDERS ACT: This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a disclosure and barring check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions”.

The Trust requires a Standard Disclosure through the Disclosure and Barring Service for this post to ensure suitability for employment.

### **THE TRUST OPERATES A NO SMOKING POLICY**

### PERSON SPECIFICATION

<b>JOB TITLE</b>	Booking/ admin Clerk		
<b>PAY BAND</b>	Band 3		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>5 GCSE's or equivalent grade C or above. Must include English.</p> <p>Working towards NVQ (National Vocational Qualifications) level 3 or equivalent experience</p>	ECDL (European Computer Driving Licence)	Application/ Interview
<b>KNOWLEDGE &amp; SKILLS</b>	<p>Working knowledge of windows and excel packages.</p> <p>Knowledge of office procedures.</p> <p>Sound understanding of confidentiality and Data Protection Act 1998</p> <p>Awareness of current NHS policies, priorities and targets</p> <p>Strong written and verbal communication skills and an ability to deal with sensitive issues</p> <p>Customer care</p> <p>Keyboard skills</p>	Knowledge of hospital patient administration systems including PAS (Patient Administration System) and SOLUS	Application/ Interview/ Assessment
<b>EXPERIENCE</b>	Previous office administration experience	Previous NHS admin experience	Application/ Interview
<b>SPECIFIC JOB REQUIREMENT</b>	Ability to work independently under own initiative, prioritise work appropriately, but also contribute effectively within a team framework	Familiarity with complaints procedure and ability to respond to verbal complaints	Interview

	<p>Strong Team player</p> <p>Methodical and systematic with an eye for detail</p> <p>Calm and reliable under pressure</p> <p>Ability to multitask effectively</p>		
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**Signature of Postholder:** ..... **Date:** .....

**Print Name:** .....

**Signature of Manager:** ..... **Date:** .....

**Print Name:** .....