

## **JOB DESCRIPTION**

**Job Title:** Clinical Admin Assistant, 2ww & Post MDT

**Band:** Band 2

**Department:** Division of Medicine

**Responsible to:** Team Leader

**Accountable to:** General Manager



## **JOB PURPOSE**

The post holder will provide administrative service support to facilitate the patient pathway. The post holder will work flexibly across the Division to provide a 2 Week Wait and Post MDT booking service, supporting with clinic changes, processing of referrals and undertaking a range of general admin tasks as and when required.

The post holder will build and maintain close working relationships across the Division, using Standard Operating Procedures (SOP's) to ensure functions of the role are carried out correctly and within given timescales.

The post holder will ensure accurate data recording using the Patient Administration System (PAS) and E-referral and other systems; and via the use of Patient Tracking Lists (PTLs) book outpatient events in accordance with clinical instruction and national/local waiting time target dates.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Booking**

- Liaise as appropriate with clinicians and clinical administration teams to ensure correct recording of patient pathways
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- Provide an outpatient booking service for 2WW and post MDT patients, using PTLs and agreed processes to ensure effective use of clinic capacity in accordance with national/local/clinically instructed waiting times
- Using Patient Target Lists (PTLs), proactively monitor waiting lists to ensure patients are appointed in line with clinical instruction/national/local waiting times, escalating where capacity does not allow
- Allow early opportunity to escalate capacity issues in accordance with SOP
- Work closely with colleagues from the cancer performance team, to ensure patients are managed through the pathway in line with the prescribed time scales. Escalating issues to the team leader necessary.
- Ensure appropriate administrative actions for activity outcomes in line with clinical instructions and SOPs; this includes accurate recording of Referral to Treatment (RTT) codes and system discharges
- Provide a professional, sensitive and courteous telephone service for appointment and pathway enquiries, acting in line with policy and associated SOPs
- To schedule appointments in line with clinical instructions and SOPs, liaising with other members of clinical administration teams such as clinical areas and the booking team where appropriate.
- Arrange patient transport and interpreters for outpatient appointments where appropriate.
- Process all referrals received in accordance with Trust referral management guidelines/SOP
- Respond to appointment queries in a timely manner in line with local agreed methods.

#### **Clinical Admin Generic duties/responsibilities**

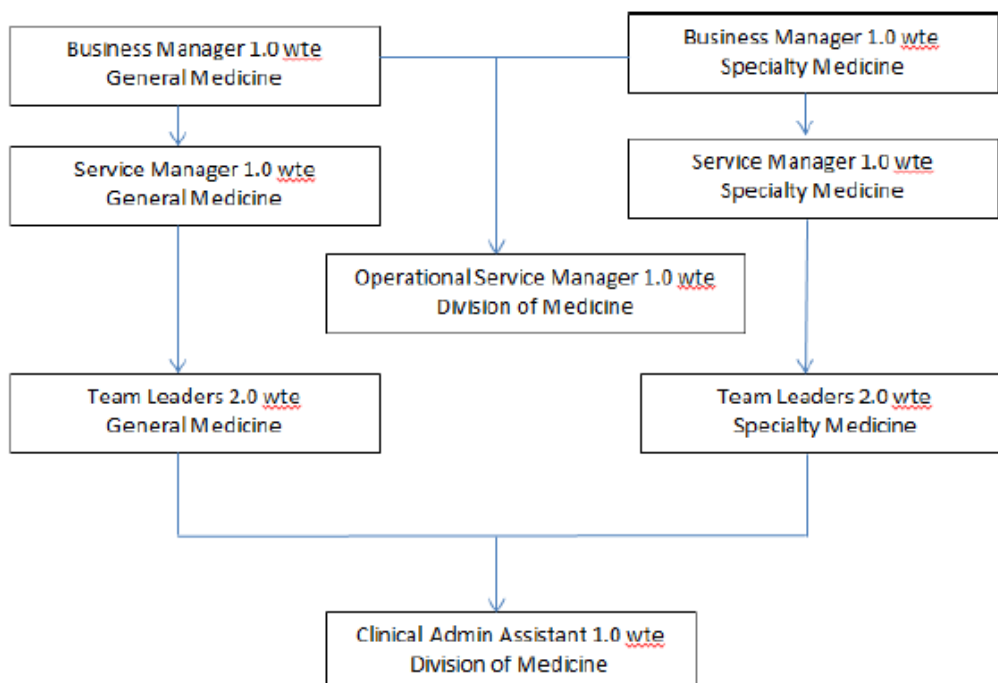
- Adhere to local, national and clinically indicated maximum timeframes including Referral to Treatment (RTT), Cancer, and diagnostics, escalating where capacity does not allow or there are conflicting targets.
- Application of relevant policies/SOPs to ensure consistent services are delivered
- Attend meetings for service development initiatives as required.
- Follow internal escalation processes.
- Attend/complete all mandatory training in accordance with Trust Policy and participate in the Trust's Annual Appraisal.
- Use of trust developed patient target lists and/or other information reports for consistent facilitation of patient pathway
- Liaise with any relevant member of the Trust or external to the Trust, as appropriate to your role to ensure efficient and timely flow of patient pathway, in line with information governance policy.

- Contribution to achievement of local/national Key Performance Indicators relevant to the role.
- Liaise as appropriate to ensure correct system recording of patient pathway and demographic details in order to prevent data quality issues.
- Be aware of and adhere to the Trust's Policies, Procedures and Disciplinary rules, and promote awareness amongst peers.
- To participate in training/induction of new staff.
- Be an active team member and undertake any other duties that may be reasonably requested to facilitate the smooth running of the Trust ensuring confidentiality at all times, maintaining good relationships with patients and other members of staff.
- Promote data quality by adhering to best practices and operating standards
- Provide cover as necessary at the request of the Line Manager across the core clinical administration functions, commensurate with level of the role.

## SCOPE AND RANGE

The post holder is appointed to a division and may be assigned to any department to ensure consistent management of workload and consistent cover.

## ORGANISATIONAL STRUCTURE



## **APPENDIX 1 - SPECIFIC TERMS**

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.
- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.
- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.
- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.