



Together

LANCASHIRE TEACHING HOSPITALS NHS TRUST
HUMAN RESOURCES DIRECTORATE

JOB DESCRIPTION

JOB TITLE: Waiting List Clerk

DIRECTORATE: Women's and Children's Division

REPORTS TO: Business Support Manager

ACCOUNTABLE TO: Booking & Scheduling Service Manager

KEY RELATIONSHIPS: Business Support Manager
Consultants
Secretaries
Service Manager
Other Health Care professions

DIRECT REPORTS: Business Support Manager

LOCATION: RPH

BAND: 3

NB: The Post holder may be required to work in other departments across the Trust including across Trust sites

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

Role Summary

The post holder will demonstrate excellent communication, operational and interpersonal skills. They will be responsible for managing the waiting lists and theatre schedules of individual consultants with strict adherence to Trust protocols, being aware of the need for confidentiality and integrity. They will also be required to work with clinical service departments to ensure the delivery of the 18 week referral to treatment pathways.

The post holder will be multi-skilled, have Quadramed expertise, have a good working knowledge of waiting list templates, PTL management, theatre capacity and demand issues, and acknowledge the national, local and specialist targets that have to be achieved.

Waiting list queries will be dealt with politely and efficiently by telephone and changes made to the computerised patient record system (QCPR), to ensure Data Quality is maintained.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust.

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.













Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.























Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

		Link to Values				
ROLE DUTIES	MEASURABLE OUTCOMES					
<ul style="list-style-type: none"> Demonstrate an approachable, courteous, efficient appointment service to all Health Care Professions, patients, carers and relatives. Maintain effective communication with colleagues and peers. Work alongside other directorate teams within the Trust to ensure that all required standards are achieved and maintained to meet department/Trust targets. Ensure effective theatre utilisation. Ensure patients are given appropriate preparation advice before surgery and to ensure any specialist equipment requested is available at the time of surgery. 	<ul style="list-style-type: none"> Constructively manages barriers to effective communication. Works independently with on-going support from team. Observation, monitoring of professionalism, attitude and behaviour with feedback from colleagues. 					

Excellent care with compassion

<ul style="list-style-type: none"> • Ensure Waiting Lists are managed in accordance with the 'Your Guide to the NHS' requirements and the 18 week referral to treatment pathway. • Verify that all elective surgery has taken place and patients have been correctly removed from the waiting list. • Rotate within the Waiting List Booking Service teams to ensure that a multi skilled work force is maintained. 	<ul style="list-style-type: none"> • Compliance/audit of Trust and departmental policies and procedures. • Assigned Mentor/trainer, attend internal training courses. • Departmental processes, policies & procedures readily available and training plan set out. • Reports in place to monitor/address errors made. 					
<ul style="list-style-type: none"> • Maintain a real time process for ensuring that QCPR data is updated and reasons for change robustly recorded. • Deal with any problems/queries in a consistent and timely manner, ensuring that all relevant information is provided to assist in a quick resolution to any problem. Escalate any major issues to the Waiting List Support Manager if appropriate. • Maintain confidentiality at all times as required by legislation and Trust Policy. • Play an active role in team, internal/external meetings and audits as required. 	<ul style="list-style-type: none"> • Maintain the integrity of data/information at all times as required by legislation and Trust Policy. • Demonstrate quality customer service. • On-going IG and Data Quality updates with annual refreshers. • Support change to working practices to improve the Quality of service provided. 					
<ul style="list-style-type: none"> • Actively participate in the PDPR process. • Demonstrate working processes and duties to new starters and agency staff 	<ul style="list-style-type: none"> • Undertake learning and development opportunities as identified. 					
<ul style="list-style-type: none"> • Treat everyone with dignity and respect • Act in accordance with current legislation, policies, procedures and good practice. • Report behaviour that undermines equality and diversity. 	<ul style="list-style-type: none"> • Be respectful and courteous to others. 					

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	x
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Waiting List Clerk

Band: 3

DIRECTORATE / DIVISION: Diagnostics & Clinical Support

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> Educated to GCSE level or equivalent. ECDL or equivalent experience 	<ul style="list-style-type: none"> Efficient in the use of Microsoft Windows applications. 	<ul style="list-style-type: none"> Application Form Interview Portfolio/Certificates Assessment
Knowledge & Experience	<ul style="list-style-type: none"> Experienced in the use of Quadramed. Understanding of the Waiting List processes including 18 week pathways. Understanding of theatre scheduling. Experience in working under pressure, managing a large workload and working as part of a team. Experience of working in a customer focused environment. Understanding of Information Governance, Data Quality, and its requirements. Ability to prioritise own workload. 	<ul style="list-style-type: none"> Overview of the Health Records and Booking Service functions Understanding of the NHS processes including 18-week pathways 	<ul style="list-style-type: none"> Application Form Interview Assessment
Skills & Abilities	<ul style="list-style-type: none"> Ability to provide and receive routine information, exchange information with patients, staff 		<ul style="list-style-type: none"> Application Form Interview Assessment

Excellent care with compassion

	<p>and external agencies relating to waiting lists.</p> <ul style="list-style-type: none"> • Excellent computer skills, Data input, e-mail. • Excellent written, oral, telephone, listening and questioning skills • Ability to make judgements involving facts or situations. • Ability to investigate issues. • Organisational skills, ability to prioritise • Ability to work independently as well as within a team 		
Values & Behaviours	<ul style="list-style-type: none"> • Excellent interpersonal communication skills • A pleasant and courteous manner • Ability to use initiative • Empathy, Tact and Diplomacy • Enthusiastic and positive attitude. • Flexible 		<ul style="list-style-type: none"> • Interview