

# CLINIC COORDINATOR JOB DESCRIPTION

**Job Title:** Clinic Co-ordinator (Band 3)

**Job Summary:** To provide a full range of clerical support to the clinical area in accordance with relevant policies, procedures, protocols and guidelines.

## Duties and Responsibilities

### 1 Duties

#### 1.1 Clerical duties

- Responsible for the preparation, co-ordination and cancellation of clinics, including ensuring the booking, cancelling (and re-booking) of new and follow-up appointments, arranging appropriate tests (as required), locating and retrieving medical records, etc.
- Undertake validation of out-patient clinics.
- Provide a telephone service, answering and recording incoming calls, relaying queries and messages as necessary, whilst liaising with other departments.
- Oversee the provision of a customer-centric reception service, communicating effectively with staff and patients, dealing with enquiries and/or complaints both in person and on the telephone.
- Assist in the induction training of new staff members and the day-to-day supervision of staff in general.
- Contribute to best practice and assist in developing working practice in the team to deliver efficient and effective services, ensuring Trust priorities including 18 week pathway.
- Prioritise and distribute work as a result of receiving mail as appropriate.
- Contribute to the maintenance of appropriate stock and non-stock items.

#### 1.2 Patient record duties

- Responsible for creating and maintaining patient records within the clinical area and ensuring their appropriate availability.

- At all times, use the appropriate tracking system for patient records and update as appropriate.
- Collate, file and photocopy documents including letters, investigation results, blood reports, etc.
- Locate and request any missing notes from appropriate locations, liaising with departments as required.

#### 1.4 Data entry duties

- Undertake data input to clinical and corporate systems, ensuring that timely updates are made.
- Provide, upon request, statistical data for audit and research or similar purposes, including the preparation of reports, documents, spreadsheets, presentations, etc.

### Person Specification

#### Essential Criteria

- Keyboard skills.
- Good communication skills.
- Able to complete tasks started or given by others.
- Possesses a degree of initiative and basic independent judgement.
- Experience of Information Technology systems.