



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

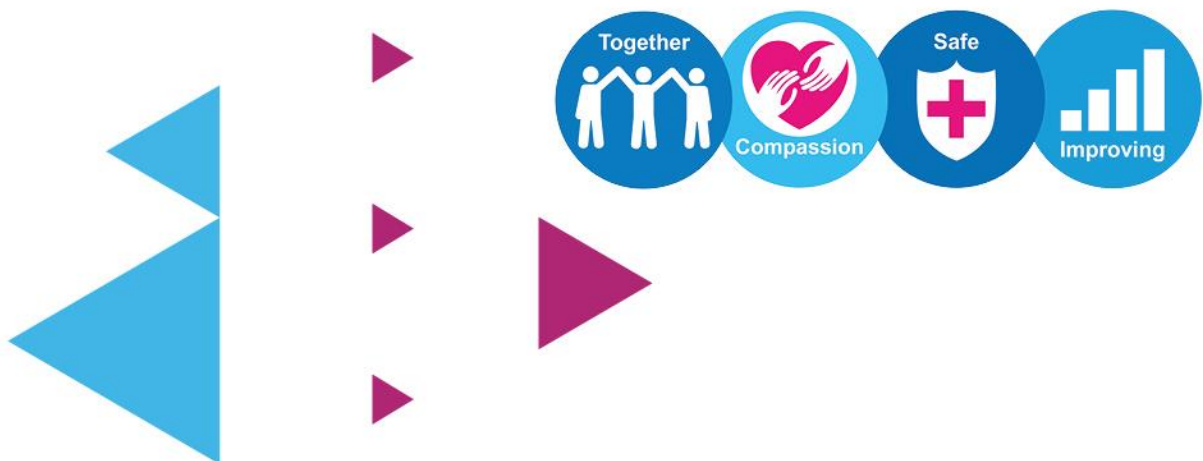
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Surgical/Anesthetics & Theatres**

**Job Title: Clinic Coordinator**

**Band: 3**

**Location: PreAdmission Management Service**

**Hours: PT**

**Managerially accountable to: PreAMS Service Lead**

**Professionally accountable to: PreAMS Service Lead**

**Role Summary**

The Pre-admission Management Service (PreAMS) is the major portal for surgical admissions at UHNM and is essential to service optimisation within the surgical directorate. This is achieved by; supporting the successful delivery of waiting time targets; contributing to reduction in clinical risk through a comprehensive pre-operative assessment program which includes early identification of health needs to ensure that patients are appropriately listed for surgery; contributing to improved operating theatre utilisation through a reduction in cancellations. The service aims to provide all patients under its care with an effective quality service which prepares them medically and psychosocially for the relevant procedure and post-operative recovery.

The role of the Clinical Administrator post is flexible and the post holder will therefore be required to provide support over a wide range of services/functions. Key to this flexibility is the requirement for staff to work variable hours on a week by week basis within agreed limits. The post holder will be responsible for a range of clerical support tasks under the indirect supervision of the Clerical Team.

**Communication & Relationships Skills**

- To act as a focal point for issues relating to the administrative management of clinics, developing close links with clinicians, clinic based nursing staff and Service Line Management Teams.
- Supervise PreAMS Clerical Staff, making sure that the patients attending for an outpatient appointment receive high quality care that is complimented by administrative processes of a high standard by well trained staff.

- To establish close communications with the Clinical Service Lead and Anesthetist Clinicians to ensure the utilisation of the clinic slots and the coverage of the clinics.
- To regularly meet with Clinical Service Lead to provide information and statistics relating to the running of the Outpatient clinics.
- To work with the clinical teams to include the Directorate Managers in developing clinic bookings designed to meet waiting times targets, Service Lead Agreements and meet the current demand profile.
- Ensure that the patient Access Policy is adhered to all times and communicate any issues accordingly.
- To supply information to individuals and organisations as requested and agreed.
- To maintain close liaison with clinical staff and medical secretaries and ensure there is a seamless service for patients.

### **Knowledge, Training & Experience**

- Knowledge and expertise is backed by appropriate qualifications, NVQ level 3 or equivalent experience.
- Qualifications and / or experience is current and broad over the various skills of the role.
- Required to maintain and keep current the skill sets required for the post.

### **Analytical & Judgemental Skills**

- Able to manage capacity/demand, reacting accordingly to frequently changing operational requirements.
- To ensure that the dispatched/duplicate/end clinics are dealt with in a timely manner.
- To ensure that the long wait patients are offered choice when manually bringing forward into cancelled slots.
- To ensure that the clinics are not cancelled/reduced other than in exceptional circumstances.
- Ensure that if patients attend a clinic that has been cancelled that every effort is made to get the patient seen.



- Work closely with the Administration team to ensure that appointments are rescheduled as appropriate keeping changes to a minimum.
- Judgements involving facts or situations, some requiring analysis.

### **Planning & Organisational Skills**

- To assist and co-ordinate the booking of PreAMS appointments for the relevant specialty.
- To activate the setting up, opening and cancelling of new and old clinics, as requested by an authorised sign off form from the Clinical Service Lead.
- To work with Service Lead / PreAms Co-Ordinator to ensure that the correct quotas of patients are booked onto clinics and clinics and timeslots are not overbooked. In addition, ensure that there are no slots vacant on clinics unnecessarily.
- To proactively monitor and manage the clinics making sure that the patient's aren't disrupted unnecessarily and any disruption is kept to a minimum.
- To ensure that all log referrals are linked with the patient's appointment and that there are therefore no unattached log referrals outstanding as per the Trust's Access Policy.
- To ensure referrals are dealt with in an appropriate and timely manner working in collaboration with the Clinical Service Lead.
- Plan and organise straightforward activities.

### **Physical Skills**

- Requires minimal physical skills.
- Keyboard skills for regular use of Outpatient computer systems.

### **Responsibility for Patient/Client Care**

- To proactively monitor and manage the clinics to ensure that patients experience minimum disruption when clinics are rescheduled during periods of medical/nursing staff absence, making sure all patients are seen within the appropriate wait times.
- Provides non-clinical advice, information to patients and relatives

### **Responsibility for Policy/Service Development**

- To assist in the investigation of complaints as appropriate.

- To be a point of information and advice for staff in relation to the outpatients EPR system, particularly in relation to the rescheduling of clinics, liaising with ICT as appropriate.
- To be responsible for setting up new administration systems and processes within the specialty area, and share examples of good practice with the Clinic Team Leader, Operational Services Manager and colleagues.
- Implement policies and propose changes to practices, procedures in own work area.
- Implement waiting list procedures and contribute to policies and procedures.

#### **Responsibility for Financial and Physical Resources**

- Maintain stock control making sure that the stock is kept to a minimum where possible

#### **Responsibility for Human Resources**

- Responsibility for the day to day supervision of the PreAMS Clerical Team which includes, work allocation, appraisals, assisting with recruitment, sickness monitoring and training.
- To help provide on the job training for new starters ensuring that a full local and Trust induction has taken place.
- To encourage a culture of continuous improvement and development for the team and to support the delivery of improving working lives

#### **Responsibility for Information Resources**

- Using IT skills to produce charts and graphs for activity purposes, tables for the purpose of audit outcome measures.
- Update data bases, spreadsheets and charts using computerised systems.
- Knowledge of EPR, Outlook, Excel and Microsoft Office.
- Ensure Divisions are kept informed of any impact clinic alteration requests may have on patients.

#### **Responsibility for Research and Development**

- Undertakes staff survey relating to specific projects.

### **Freedom to Act**

- To work flexibly and offer support to other colleagues including cover in times of absence.
- Receives direction from the PreAms Team Leader, Clinical Service lead as necessary.
- Works to achieve agreed set objectives.
- Works within policies and procedures, work is managed rather than supervised.
- To take responsibility for the administrative clinic management of a specialty area within the Clinic Team Leader.

### **Physical Effort**

- Requires minimal physical effort. Combination of sitting, standing and walking.
- Data inputting at a VDU screen is a major part of the job function.

### **Mental Effort**

- Requires concentration with regular interruptions during the working day with an often predictable work pattern.

### **Emotional Effort**

- Expose to occasional distressing or emotional circumstances.
- Dealing with patient complaints, interacting with terminally ill patients

### **Working Conditions**

- Will be working with a computer screen throughout a proportion of the day.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- 
- To participate in personal objective setting and review, including the creation of a personal development plan.



## Standards of Behaviour

We have four core **values and promises** that were co-created by our staff, patients and carers.



### Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

### Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

### Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

## Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospital of North Midlands Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

## **Confidentiality**

- To ensure that patient and staff confidentiality is maintained at all times in line with Trust Policy.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duty

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

## **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

### **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

### **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less,

reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and

work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

### **Disruptive Incident & Business Continuity**

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## **PreAMS Clinic Administrator**

<b>Requirements</b>	<b>Essential</b>	<b>Method of Testing</b> Application form Certificates Test Presentation Interview Assessment Centre	<b>Desirable</b>	<b>Method of Testing</b> Application form Certificates Test Presentation Interview Assessment Centre
<b>Education and qualifications</b>	<p>Formal clerical or administrative qualification</p> <p>5 GCSE's Grade C or NVQ level 3 or equivalent (or commitment to undertake), broad experience over the various skills of the role</p>	<p>Certificates will be required at Interview – if certificates are not produced on day of interview the candidate will not be interviewed.</p> <p>Application and interview</p> <p>Certification from awarding board.</p>	ECDL	<p>Certificate</p> <p>Certificate</p>
<b>Experience</b>	<p>Good experience of operating outpatient systems and procedures</p> <p>Experience of working under own supervision in a busy office</p> <p>Ability to work as part of a team</p> <p>Knowledge of EPR, Word &amp; Excel</p> <p>Previous NHS experience</p> <p>Experience of direct</p>	<p>Application</p> <p>Application</p> <p>Interview</p>	Medical Terminology	<p>Application</p> <p>Application</p> <p>Interview</p>

	patient/public contact			
<b>Skills, Ability &amp; Knowledge</b>	<p>Excellent communication skills</p> <p>In depth knowledge of Choose &amp; Book Computer / data input skills</p> <p>Knowledge of Clinic Admin to include temporary rules, clinic cancellations and the Directory of Service</p> <p>Ability to work in a high pressured environment and meet deadlines</p> <p>Occupational Health cleared to perform the duties of the role.</p>	Interview	Experience of managing a waiting list/targets	
<b>Personal Qualities</b>	<p>Able to use own initiative.</p> <p>Ability to work as part of a team.</p> <p>Reliability</p>	References and Interview		