

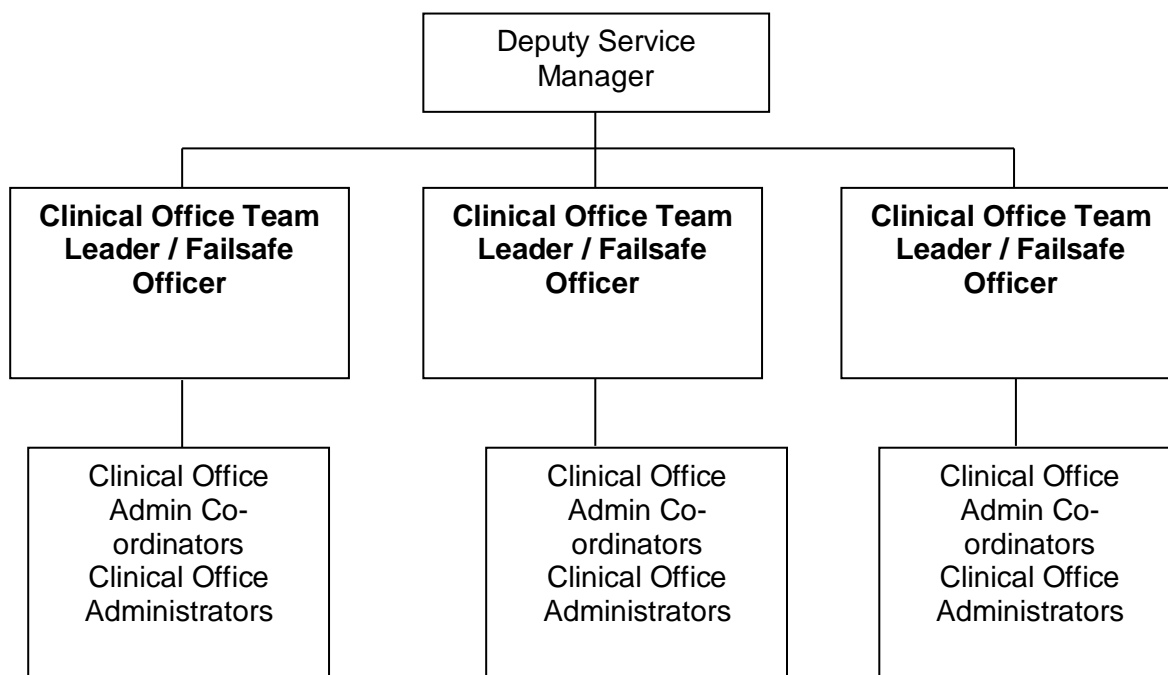


## JOB DESCRIPTION

<b>Job Title:</b>	Clinical Office Administrative Co-ordinator
<b>Department:</b>	Ophthalmology
<b>Division:</b>	Specialist Surgery and iMSK
<b>Band:</b>	4
<b>Hours:</b>	37.5 hours per week
<b>Responsible to:</b>	Service Manager
<b>Accountable to:</b>	Team Leader
<b>Responsible for:</b>	Clinical Office Administrators
<b>Base:</b>	Main base Ashford, with requirement to work across both St Peter's and Ashford Hospital sites to fulfil role, and working at any other Trust site as required.
<b>Disclosure and Barring Service Required:</b>	Yes Standard
<b>Job Summary:</b>	<p>The Clinical Office Administrative Co-ordinator will provide:</p> <ul style="list-style-type: none"> <li>• a comprehensive administrative service to the Consultants and their Medical team</li> <li>• Responsibility for the day to day management of clinical office administrators and clinical office assistants.</li> <li>• Organise their workload with the Consultants and Teams, co-ordinating with other Clinical Office Administrative Co-ordinators to ensure that an efficient service is provided.</li> <li>• Act as an essential point of contact for patients and work closely with clinicians, specialist nurses, and other specialities.</li> <li>• To work with all members of the Patient Pathway Team to ensure that pathways are actively managed and any clinic/theatre bookings are made in line with the Trust's Access Policy.</li> <li>• Exercise initiative and carry out their duties in such a way as to make a direct and positive contribution to the organisation of the work.</li> <li>• It is expected that Clinical Office Administrative Co-ordinators are fully able to fulfil the role of the Clinical Office Administrator.</li> </ul>
<b>Key working relationships</b>	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> <li>• Colleagues in ASPH</li> </ul> <p>Externally this includes</p> <ul style="list-style-type: none"> <li>• Colleagues in other NHS Trusts and organisations.</li> </ul>

<b>Key Result Areas:</b>	To have made an effective contribution to reaching the Trust's vision, strategic objectives and key work programmes.
<b>Date of last review:</b>	2021

## 1. DEPARTMENT ORGNISATION STRUCTURE CHART



## 2. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

- Using Qlikview on a daily basis, liaise with the Patient Pathway Team across the Trust as a whole, to ensure co-ordination of all elements of the patient pathway. This may include highlighting patient target dates to ensure that investigations/diagnostics are carried out and results received in a timely manner.
- To liaise with the Appointments Centre regarding outpatient clinic bookings as necessary and ensure patient follow up appointments are booked as soon as results are known and are available for clinic appointment.
- To be responsible for, and actively manage specialty waiting lists, out-patient procedure bookings on behalf of the specialty Clinical Team to ensure that the patient reaches the point of treatment within relevant time-scales.
- Monitor patients who are sent to other Trusts for treatment to ensure they do not breach 18 weeks (MDS forms) in conjunction with Patient Pathway Team.

- To highlight any potential breaches or delays in the patient's pathway to the Team Leader, Patient Pathway Team or Service Manager according to the Trust's escalation policy.
- To liaise directly with patients to book, cancel, and rebook any outpatient appointments or procedure dates.
- To be responsible for sending out relevant appointment letters, and cancelling/rebooking patients appointments.
- Responsible for checking all clinic letters are completed accurately and outcomes actioned and recorded on Patient Centre.
- Dispose of outstanding uncashed clinic outcomes on Patient Centre.
- Monitor overbooking of clinics and arrange additional clinics to meet 18 week and cancer targets in conjunction with clinicians and Service Managers.
- Manage changes in clinic templates as directed by Team Leader/Service Manager.

#### **General Responsibilities:**

- Attend regular team meetings arranged by Team Leader.
- As part of a team with other Clinical Office Administrative Co-ordinators, provide (minimum) 9am – 5pm secretarial/admin. cover from Monday to Friday each week within each specialty.
- Have the ability and commitment to work as a team member and be able to adhere to strict deadlines.
- Provide a fast and accurate clinical correspondence secretarial/admin. service with proficient use of appropriate software and systems to meet the required Trust's standard of work. As appropriate, prepare straightforward replies and requests for consultant teams.
- To use new working systems within the Clinical Office to promote an efficient service, ie the outsourced transcription service, e-correspondence to PCT GP practices, electronically developed storage and print, systems, discharge summary systems, and the storage of appropriate information electronically on shared drives
- Competent use of Patient Centre, in particular in relation to the 18 week patient pathway, after training in accordance with required Trust standards of work. Ensure changes notified by patients are added accurately and immediately.
- Ad-hoc retrieval of medical records/investigation results relating to patient/GP/Consultant enquiries, liaising with all staff concerned with patient services as necessary i.e. medical nursing, medical records, pathology, histology and management
- Provides first point of contact for written and telephone queries on behalf of consultants and teams, using judgement to establish validity and priority of the contact.
- Responsible for dealing with enquiries from patients, (written and via telephone/email) relatives, wards, GPs and various external agencies, providing information and taking appropriate action as required whilst ensuring patient confidentiality at all times.
- Ensure that all results are checked by the Consultant and then filed in the appropriate medical records or forwarded to other parties as required.
- Attend relevant departmental meetings and provide Secretarial services as required – eg booking venues, typing accurate minutes and agendas and circulating documentation as required.
- Working as part of a team; supervising Clinical Office Administrators and Assistants where applicable and assisting with the training of new and temporary staff providing support and advice as appropriate

- Exercise independent judgement and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person.
- For all tertiary referrals, responsible for the provision of the Inter Provider Transfer Minimum Data Set within 48 hours of referral.
- When required, chase up responses to complaints within optimum deadlines and forward to the correct party within the Trust.
- To take an active part in Progress & Development Reviews and to maintain and update Personal Development Folder in accordance with Agenda For Change.
- Co-ordination and support of clinics as required.
- Participate in Trust training courses as appropriate to ensure skills and knowledge are maintained
- Implement any relevant Trust and Directorate policies on behalf of the Consultant team
- Responsible for ensuring that all commitments (including those held at other trusts/organisations) are reduced/ cancelled when necessary adhering to relevant procedures, notifying managers and other Consultants within the department of any planned leave for the Consultants.
- Responsible for notifying the Patient Pathway Team, the Service Manager, and the Appointment Centre in a timely fashion (minimum of 7 weeks' notice) of any annual, study or professional leave or on-call duties by the Consultants, or junior doctors, that will necessitate reduction
- Support the day-to-day organisation and management responsibilities of the Consultant, diary, arrange meetings, appointments etc. or cancellation of outpatient clinics or theatre lists.
- Responsible for training clinical staff in the use of dictating machines, clinic outcome forms and any other protocols relevant to the department.
- Responsible for ensuring copies of clinic letters are available in notes/ Evolve for booked operations.
- Co-operate fully in the introduction of new technology and new methods of working as appropriate to the work of the administrative team.
- General office duties including filing and photocopying.
- Undertake all mandatory training as required by the Trust.
- To support the department and organisation by carrying out any other duties that reasonably fit within the broad scope of a job of this grade and type of work.

#### **Communication and Engagement**

- Deal with patient queries effectively written and via telephone/email.
- Establish good levels of communication and liaison with other secretaries, medical staff and other departments and hospitals.
- Demonstrate an understanding and reassuring manner when dealing with patients and their relatives.

## PERSON SPECIFICATION

**POST TITLE:** Intravitreal Injection Coordinator

Factors	Essential	Desirable
<b>Attitude, Behaviour and Values</b>	<ul style="list-style-type: none"> <li>• Always puts patients first</li> <li>• Customer service focus</li> <li>• Willing and able to take personal responsibility</li> <li>• Demonstrates passion for excellence</li> <li>• Seeks out and takes opportunities for improving the service offered</li> <li>• Takes pride in their work and their team</li> <li>• Flexible in their attitudes and behaviours to support team working and delivery of objectives</li> <li>• Respects, values and cares for others</li> <li>• Supports learning and development of self and others</li> <li>• Supports and promotes equality and diversity</li> </ul>	
<b>Qualifications and Further Training</b>	<ul style="list-style-type: none"> <li>• RSA, NVQ or equivalent typing and computer skills</li> <li>• English GCSE Grade C or equivalent</li> <li>• Microsoft Office (Excel, Word, Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• At least 60 wmp typing skills</li> <li>• ECDL</li> <li>• AMSPAR Diploma</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous administration experience</li> <li>• Previous experience of working in a busy office and dealing with conflicting demands</li> </ul>	<ul style="list-style-type: none"> <li>• NHS experience</li> <li>• Experience of working in a front line position with the general public</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• NHS Constitution</li> <li>• Trust vision, values and strategic objectives</li> </ul>	Of NHS system and procedures

<b>Skills</b>	<p>Must be able to demonstrate, in relation to patients, visitors, colleagues and other individuals connected with the Trust and NHS:</p> <ul style="list-style-type: none"> <li>• You have knowledge &amp; awareness of diversity and human rights as appropriate to your role</li> <li>• You are able to communicate effectively to ensure high standards of care, treatment, service or support as appropriate to your role.</li> <li>• You have a good understanding of their communication, physical &amp; emotional needs; can identify their individual needs and preferences, their changing needs and recognise and promote their independence</li> <li>• Able to provide a customer focussed service</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate that you are honest, reliable and trustworthy</li> <li>• Treat patients, visitors, colleagues with respect</li> <li>• Ability to travel between Trust sites</li> <li>• Ability to be flexible to meet the needs of the team, the service and the Trust</li> </ul>	

## WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

### 3. COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at [http://www.ashfordstpeters.org.uk/attachments/799\\_Freedom%20of%20Information%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf)

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

#### **4. DEVELOPMENT, MODERNISATION AND CHANGE**

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role / band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

#### **5. INCLUSION DIVERSITY AND RIGHTS**

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site: <http://www.asph.nhs.uk/annual-equality-and-diversity-report>



## 6. MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well-being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm>. A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

## 7. MANDATORY TRAINING

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

## 8. NHS CONSTITUTION

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- to provide support and opportunities for staff to maintain their health, well-being and safety.
- to engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

**Staff responsibilities:**

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.



- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

## 9. QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care, local Codes of Practice and local service or departmental standards.

(<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at <http://trustnet/documents/menu3.htm>;
- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;
- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

## 10. WHISTLE-BLOWING

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at:

[http://www.ashfordstpeters.org.uk/attachments/1276\\_Whistle%20Blowing%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf)

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.

Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>

## **11. REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION**

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

## **12. SAFEGUARDING**

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB's Child Protection and Safeguarding procedures.


Information on Child Protection is available at:

[http://www.ashfordstpeters.org.uk/attachments/1247\\_Child%20Protection%20Safeguarding%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/1247_Child%20Protection%20Safeguarding%20Policy.pdf)  
and

<http://trustnet/docdata/paed/index20.htm>

Information on the Abuse or Suspected Abuse of Vulnerable Adults is at:

[http://www.ashfordstpeters.org.uk/attachments/723\\_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf](http://www.ashfordstpeters.org.uk/attachments/723_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf)



The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

## **11. VALUES AND BEHAVIOURS**

The Trust Values and behaviour matrix can be found here: <http://trustnet/documents/Values-based%20behaviours%20matrix%20v2.pdf>

The document sets out the values and behaviours expected from Trust employees measured as exemplary, acceptable and not acceptable. These standards will be used as a reference for the recruitment to this post, and throughout your employment, in appraisal, objective setting, development opportunities and career progression