

JOB DESCRIPTION

Job Details:

Job Title:	Treatment Scheduler
Band:	Band 3
Location:	Colney Centre, NNUH
Department:	Oncology & Haematology Directorate
Managerially Accountable to:	Admin Manager
Professionally Accountable to:	Admin Manager

Job Purpose:

The post-holder schedules patients for chemotherapy and radiotherapy treatments, utilising the treatment areas and nursing / radiographer resources efficiently.

The Scheduler is responsible for ensuring the correct and timely input of patient information onto the Patient Administration System (PAS), observing the rules of 'real time data entry'. All aspects of this role should be carried out in line with Trust Policies and Procedures on data collection and confidentiality. Confidentiality in all matters is of the utmost importance.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Dedication, Integrity and Excellence.

Overview of Essential Responsibilities:

1. Use judgement and knowledge of medical terminology and treatment regimes to schedule patients for chemotherapy and radiotherapy, ensuring appropriate appointments are booked for each patient, complying with Cancer Waiting Times targets and departmental protocols.
2. Communicate efficiently and effectively with patients, nursing staff, clinicians, pharmacists, radiographers and departments within the NNUH, as well as GPs and other hospitals.

3. Communicate sensitively and appropriately with all patients who may be fearful, aggressive or have physical/mental disabilities which may make communication difficult. This communication may be both face to face or by telephone.
4. To ensure that on the patient's arrival to Weybourne Day Unit or Acute Oncology, they are confirmed to have arrived on the systems (PAS and ARIA Notes).
5. To ensure patients safety and well-being in the waiting area prior to them being called for their treatment and to refer patients with specific problems or concerns to the appropriate staff member e.g. treatment radiographer, chemotherapy nurse, consultant oncologist or haematologist.
6. Monitor patients' treatment plans and utilise knowledge and experience to investigate with clinical staff any atypical requests.
7. Add patients to PAS waiting list and schedule TCI appointments for chemotherapy and other procedures on WDU. Review and update these entries via an Elective Planned Report, identifying anomalies and ensuring accuracy. Print patient wristbands.
8. Monitor and inform the Admin Manager & Operational Manager of waiting times for chemotherapy and radiotherapy treatment slots and highlight in advance if there are any issues which may affect the waiting list or the wait for an individual patient.
9. Identify any outstanding prescriptions and escalate appropriately to the relevant consultant(s) to ensure drugs are prescribed for relevant days. Advise Pharmacy, WDU staff and teleclinic nurses of any cancellations, additions or deferred patients.
10. Responsible for booking alternative procedures, i.e. blood transfusions, PICC flush/dressing and port flushes etc. Label blood prescriptions for clinicians to complete and sign. Coordinating the blood prescriptions to the relevant department or hospital. Inform the patient to ensure they have the relevant appointment information.
11. Liaise with staff in other departments in the trust, other trusts and outside agencies in order to provide an effective service to patients.
12. Complete electronic discharge letters for WDU using multiple systems such as PAS, ARIA Notes and Electronic Template. Sending these electronically to the GP's to provide up to date medical records, as well as providing a copy to Clinical Coding for payment purposes. Identify and rectify any anomalies by liaising with the relevant clinical staff.
13. Any other duties which are required by the Assistant Admin Manager, Administration Manager or clinical staff.

Specific Additional Responsibilities:

None.

Functional Requirements			
Direct face to face patient contact	Yes	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	No
Manual handling	Yes	Crouching/stooping or kneeling	No
Night working/shift work	No	Frequent hand washing/wearing gloves	No
VDU user	Yes	Chemical sensitisers	No
Driving patients	No	Noise	No
Other (please state)	No		

Job Specification:

	Means of Assessment	
	Essential/ Desirable	Application Form/ Interview/Test
Qualification/training and professional development		
Level 3 Business Admin qualification or equivalent experience	Essential	Application Form
Good general standard of literacy and numeracy	Essential	Application Form/Interview
PAS trained	Desirable	Application Form
Customer Service Training or equivalent experience	Desirable	Application Form/Interview
Knowledge of radiotherapy and chemotherapy treatments	Desirable	Application Form/Interview
Willingness to attend courses and adapt to change	Essential	Application Form/Interview
Experience		
Some previous clerical work including data input	Essential	Application Form
Significant experience in NHS or	Essential	Application Form

customer service organisation Some experience in use of VARIS/MedOnc Radiotherapy and Chemotherapy scheduling systems (at least 6 months)	Desirable	Application Form
Skills, abilities and knowledge		
Excellent organisational and communication and skills	Essential	Application Form/Interview
IT skills – accurate data input	Essential	Application Form/Interview
Flexible – able to multi-task and prioritise	Essential	Application Form/Interview
Understanding of the need for confidentiality	Essential	Application Form/Interview
Preference for working in and supporting a multi-disciplinary team	Essential	Application Form/Interview
Attitude, aptitude		
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	Essential	Application Form/Interview
Demonstrates understanding and commitment to Equality, Diversity and Inclusion	Essential	Application Form/Interview

Reasonable adjustments will be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.

