



Job Description and Person Specification



Job Description

Job Title	Inpatient Pathway Co-ordinator
Band	Band 3
Hours	Full time 37.5 hours
Department	Elective Inpatient
Division	Planned Care
Location / Hospital Site	UHSussex Hospitals - Worthing
DBS Level	N/A
DBS Barring	N/A
DBS Workforce	N/A

Role Summary

Manage and maintain inpatient and day case waiting lists in accordance with the trust's access policy and 18 week access targets.

Liaise with patients to book pre-operative assessment appointments and admission dates.

Key Working Relationships

Elective Inpatient Waiting List Manager
Head of Elective Inpatient Access
Waiting List Supervisor
Divisional Teams/Care Group Managers
Nurses
Consultants
Patients
Information Team
Bed Managers
Ward staff both clinical and non clinical
Theatre staff
Medical Secretaries
GP Surgeries
MDT Team
PALS
Other Care Providers

Structure Chart

Main Duties and Responsibilities

Communication

- Answer the telephone in a timely and courteous manner, ensuring appointments made
- efficiently whilst dealing with the public in a professional and sensitive manner.
- ☐ Liaise with Care Group Managers/Assistants, Consultants and Medical Secretaries to manage
- and monitor elective inpatient and day case waiting lists in accordance with guidelines and
- protocols.
- ☐ Communicate with Theatre staff regarding the purchase or hire of specialised equipment and
- prostheses if required
- ☐ Liaise with Care Group Managers, Information staff, Wards, Clinicians, Operating Theatres
- and other departments and supply information on future admissions to facilitate the scheduling
- of theatre lists, bed availability and forward planning in these areas.
- ☐ Respond to telephone calls from patients and GPs regarding admission details, expected
- length of wait, procedures and pre-operative arrangements
- ☐ Communicate with Patients face to face or by Phone regarding Pre-operative
- Assessment/Admission dates, Arrival location/ times and Anaesthetic Instructions.
- ☐ Communicate with patients by phone to inform them of last minute cancellation of admission
- or clinical appointments
- ☐ Deal with enquiries in an efficient, polite and courteous manner, providing a caring,
- compassionate, helpful and understanding service to patients, staff and the general public.
- ☐ Take urgent action on complaints from PALS, being pro-active to minimise the risk of them
- becoming more formal and seeking advice where necessary.XXX

Service Delivery and Improvement

- Expedite the admission of cancer/urgent patients, after establishing the facts, which may
- include the rescheduling of other elective admissions at short notice to ensure that this
- category of patient receives their treatment quickly.
- ☐ Validate waiting lists on a regular and ongoing basis and take appropriate follow-up action
- ☐ Judgements involving a range of facts or situations, which require analysis or comparison of a
- range of optionsXXX

Patient Care Delivery

Provides general non-clinical advice, information or guidance directly to patients, clients, relatives or carers

- Ensure all patients are admitted within the specified deadlines and national targets, which will include diagnostic, RTT and cancer maximum wait targets and escalate to Access and Care Group Management where this is not possible
- Ensure patients are prioritised by urgency of treatment and length of wait

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

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 flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities. Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective."

All staff have a duty to report any behaviours which contravene this to their managers.

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Workplace and Environmental Factors

Physical	Keyboard skills competency
Emotional	
Mental	
Working Conditions	

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/Qualifications	VRQ Vocational Level 2 or equivalent qualification 3 GCSE A-C grades (or equivalent) including English & Maths A good level of education in English and maths	Application form (AF) Selection interview (I) Assessment (A)		Application form (AF) Selection interview (I) Assessment (A)
Skills	<ul style="list-style-type: none"> • Good interpersonal skills. • Good negotiation skills. • Good verbal communication skills. • Ability to communicate difficult and sensitive information to a range of people by telephone and face to face, 			

	<p>which involve an element of discontent and conflict</p> <p>Empathetic and assertive skills to deal with patients, relatives, GPs and other NHS staff.</p> <p>Ability to deal with difficult/anxious people using tact and diplomacy</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>			
Equality, Diversity, and Inclusion	<p>Evidence of having championed diversity in previous roles (as appropriate to role).</p>	(I)		