

JOB DESCRIPTION

Job Details:

Job Title:	Waiting List Coordinator
Band:	Band 3
Location:	Norfolk and Norwich University Hospital
Department:	Endocrinology & Diabetes
Managerially Accountable to:	Administration Manager
Professionally Accountable to:	Administration Manager

Job Purpose:

The post holder will provide waiting list management for the Endocrinology & Diabetes Directorate. This role relies on close working relationships between consultants, secretaries, departmental staff, patients, Day Procedure Unit and general practitioners.

The post holder will ensure that all waiting lists within Endocrinology & Diabetes are maintained accurately, observing the rules of 'real time data entry'. All aspects of this role should be carried out in line with the Patient Access Policy and the Trust PAS User Policy.

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. Undertake responsibility for Endocrinology & Diabetes waiting lists ensuring compliance with local and national target / policies and ensuring relevant documentation is sent to patients and information entered on to the appropriate IT Systems.
2. To have a comprehensive knowledge and good understanding of Patient Access Policy to always work in line with Trust and National policies, procedures and targets on real time data entry and confidentiality
3. Good working knowledge of PAS and the ability to undertake RTT recording as appropriate. Record all relevant information to Trust guidelines in line with

Information Governance and policies.

4. To implement booked admission protocols and procedures for Endocrinology & Diabetes; this will involve mutually agreeing a booked date for patients attending the unit. To initiate action regarding cancellation.
5. To oversee daily operating lists, ensuring they are full and accordingly meet the demands of the consultants and the Unit.
6. Close liaison with the medical secretarial staff to ensure accurate updating of information.
7. Compile the departmental theatre lists, and assign patient confirmation times.
8. Ensure that the relevant documentation required by the unit about the patients is kept in an efficient and accessible manner.
9. To verify and record all patients details on the patient management system in use within the unit (including waiting list card details) as required
10. Ensure all urgent referrals are dealt with in accordance with Patient Access policy
11. To ensure patients receive all relevant information regarding the date of their planned admission.
12. To make pre-assessment appointments for GA/LA cases according to TCI dates
13. To ensure that general practitioners receive information regarding the planned date of their patient's admission.
14. To keep all patient details up-to-date on the patient management system in order that information is available for theatre lists, audit purposes and any other data that may be required.
15. To carry out all necessary procedures at the time of patients assessment to ensure that documentation is as far as possible completed prior to patient's admission.
16. To deal with queries, visitors and telephone enquiries in a helpful, courteous and efficient manner.
17. To deal efficiently and politely with patients who have to have their operation appointments rearranged
18. To ensure that notes and x-rays are collected/forwarded to the relevant departments, before and after the patient's discharge and all follow-up appointment made.
19. To be flexible in covering colleagues on sickness, annual leave or study leave.

20. Other duties which may be required to ensure the smooth efficient running of the department or duties for the Administration Manager or Operational Manager to provide information for special projects / staff sickness etc.
21. Work well using initiative and organise own workload.
22. The ability to work well in a team
23. Knowledge of other Trust software i.e. ORSOS and Business Objects.

Specific Additional Responsibilities:

Coordinating referrals from the referral console, pre-clinic letters to patients and liaising with the outpatient booking team and CIU to coordinate bookings.

Functional Requirements			
Direct face to face patient contact	No	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)	Choose an item.		

Job Specification:

	Essential/ Desirable	Means of Assessment
		Application Form/ Interview/Test
Qualifications/training and professional development		
Good standard of literacy and numeracy	Essential	Application Form / Interview
Good IT skills (Microsoft Office and PAS)	Essential	Application Form / Interview
Experience of managing patient waiting lists	Desirable	Application Form / Interview
Administration / secretarial qualifications	Desirable	Application Form / Interview

Experience		
Awareness of Patient Access Policy	Essential	Interview
Good Working Knowledge of PAS, including RTT Recording	Essential	Interview
Previous NHS experience	Essential	Application Form / Interview
Knowledge of ORSOS system	Desirable	Interview
Skills, abilities and knowledge		
Excellent communication and organisational skills	Essential	Interview
Ability to communicate effectively with patients, carers and relatives as well as Trust administration, nursing and medical staff	Essential	Interview
Ability to work well in a team, but also to use own initiative and work independently	Essential	Interview
Experience in waiting list management	Desirable	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 refer to your principal statement or 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.

