

Recruitment information pack



FAST FORWARD YOUR CAREER

BE PART OF A SUPPORTIVE TEAM

WORK ALONGSIDE WORLD LEADING EXPERTS



STRUCTURED CAREER PROGRESSION

VARIETY OF WORKING ENVIRONMENTS

COMMITTED AND SUPPORTIVE LEADERS

WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer ‘better health, for life’.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte’s & Chelsea, St Mary’s and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focused on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others’ views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

JOB DESCRIPTION

Job title	Imaging Clerical Co-ordinator
Band	3
Directorate/department	Imaging
Division	Womens & Childrens and Clinical Support
Location of work	St Mary's Hospital
Hours	21 per week covering shift patterns Mon – Sun Mon – Fri 07.45am – 16.15pm 08.30am – 17.00pm 11.30am – 20.00pm Sat/ Sun 08.00am – 20.00pm
Reports to	Reception Manager
Accountable to	Clinical Services Manager

1. Job purpose

- The postholder will provide a comprehensive and efficient reception and, examinations booking service to patients attending the Imaging Department.
- To respond to and deal with a variety of often complex requests in a timely manner, whether by telephone, fax or in person.
- The postholder will ensuring all bookings do not breach the national waiting time standards and managing an efficient process of initial patient assessment for all Imaging request forms.
- The postholder will be expected to work independently and manage and prioritise their workload, liaising closely with the wider administration team in the Department.

2. Key stakeholders

- Radiographers, Radiologists, Administrative staff, Referrers and Patients, GP's.

3. Key areas of responsibility

- To act as the first point of contact for patients, medical staff, planned visitors and delegates who have appointments/meetings within the department.

- To demonstrate a high standard of customer care by being courteous and helpful at all times.
- To deal with all telephone queries from patients, staff, GPs and other hospitals and triage calls appropriately.
- To undertake the booking process for Patients attending the Imaging Department through the whole process from referral to completion of the examination.

4. General responsibilities

Patient/Client Care

- To act as the first point of contact for all patients as they arrive for their examinations in the Imaging department, and attending to members of the general public seeking information and support regarding Imaging services.
- To act as the first point of contact for other medical staff, planned visitors and delegates who have appointments/meetings within the department ensuring that ID badges and security checks are undertaken on first arrival.
- To demonstrate a high standard of customer care by being courteous and helpful at all times to patients, visitors and staff. To provide patients with appropriate and often complex information relating to their examinations.
- To deal with all telephone queries entering the department via the Departmental Call Centre from Patients, General Practitioners, Consultants and other Hospitals, as well as general Departmental matters. This includes changes to appointments, addressing any conflicting appointment information, and requests for images on CD, and fielding calls to radiologists and other members of staff. To ensure that all telephone calls are answered within the agreed time and in line with the Trust telephone standard.
- The postholder must be able to triage all calls appropriately as well as deal empathetically with people who may be bereaved, distressed or angry using tact, persuasion and discretion and assessing priorities and initiating action as required.
- To provide an agreed level of general and clinical information relating to test and investigations, using sound judgement to know when to pass the caller on to a member of the clinical team and when to deal with directly.
- To undertake the booking process for Patients attending the Imaging Department - this will include the management and processing of all GP direct referrals and internal imaging requests.
- To understand that wait listing needs to be applied to certain request forms (for particular modalities, and also examinations within each modality), which need to be protocolled then vetted by a consultant radiologist before examination bookings can be made. The management of this process is undertaken by the team of clerical co-ordinators.
- To contact patients who are flagged up as an urgent or FDS/2WW referral.

- To deal with cross site referrals, where bookings are transferred to particular sites that either have lower waiting times or specialised for certain examinations.
- Clerical co-ordinators will be concentrating for long periods of time and experiencing frequent disruptions and distractions by visitors/patients arriving or telephone calls to be answered, and need to physically stop one task (e.g. telephone enquiry) and switch to another (e.g. liaise with a radiographer about the enquiry, before returning and adding a new system booking), staying fully focussed whilst undertaking multi-tasking duties.
- To undertake a dual registration responsibility for new patients referred to us by GPs. Clerical Co-ordinators are required to register new patients on the hospital PAS system (Cerner) before they are able to create a new record in the Radiology Information System (Soliton). All patient details must be verified and entered onto Cerner to generate a unique hospital number, after which the Imaging examination can be booked onto the Soliton system.
- To scan request forms into Radiology Information System when wait listing and booking appointments. This is to eliminate request forms going missing. This is an important initiative to avoid having to re-request the referral form from external GP practices or other clinicians (within other CPGs).
- To make and reschedule appointments according to their urgency. On occasion consultants from other departments in the trust will telephone to request a patient's scan be brought forward for urgent clinical reasons and the ability to identify free examination slots or follow protocols to arrange additional slots to accommodate consultant requests.
- To ensure all Cancer referrals are flagged and prioritised within the booking process. All newly diagnosed cancer patients should receive an appointment within two weeks in line with the government's national waiting times standard and Clerical Co-ordinators are required to identify cancer patients by analysing the request forms and patient history, and ensuring there is a colour-coded flag system in operation to quickly identify this patient group.
- To be able to use initiative and judgment skills when booking Nuclear Medicine examinations. This often involves very complicated booking procedures.
- To cancel and reschedule entire examination lists at short notice due to equipment failure as and when required.
- To ensure all appointments are made in line with the Trust Access Policy and to identify and escalate any potential breaches at the earliest opportunity. The national waiting times standard for diagnostic tests is a maximum wait of no more than 6 weeks. The postholder needs to operate within this national standard, along with the cancer 2-week wait target.
- To book interpreters for patients whose first language is not English by completing a booking form and to forward to the Interpreting Office as and when required? It is essential that services are booked in a timely manner to ensure appointments are not wasted due to language barriers.
- To have a thorough understanding of the scanning/x-ray process in the various Modalities and to be able to explain this to patients attending the Imaging Department. This will include giving preparation instructions as and when required.

- To identify patients who are not eligible for NHS treatment and to contact the Overseas Co-ordinator for instructions as and when required.
- To follow security procedures when dealing with verbally or physically abusive patients presenting themselves at the Imaging reception.

Communication

- To deal with complex telephone calls, verbal messages and correspondence as required and to ensure these are passed on to the appropriate person, this includes responding to routine issues on behalf of the Consultant or Radiographer.
- To use tact and discretion when dealing with telephone calls from Patients, GPs and others. Often Clerical Co-ordinators need to deal with highly sensitive patient information.
- To relay critical information swiftly and accurately to internal and external partners.
- Identify improved ways of working and propose changes to practices, procedures and processes in own area of work as well as others areas of work where relevant. Implement any changes to own area of work.
- To work well within the Reception Team, helping colleagues where necessary to ensure tasks are completed efficiently and managing own workload effectively and only referring to Reception Manager / Team Leader when required.

Information Management

- To enter, record and update information to ensure that all patients are accurately registered on the Radiology Information System (Soliton) in line with the “One Patient, One Record” policy, and clinical alert documentation such as special needs is completed as necessary.
- Liaise with other Departments within the Hospital, for example the Wards, other Specialities, the Waiting List Office, Medical Records, Outpatients and IT and to ensure that the Department interfaces efficiently with them.
 - To manually ‘DNA’ Patients in order to generate a DNA letter for the Referring Clinician and the patient.
- To assist in the collation of information for statistical and waiting time reports as and when requested.
- To comply at all times with the Trusts data protection, confidentiality and information governance policies.
- To continually switch between using the Radiology Information System and Cerner system - this will include registering patients, updating their details and maintaining accurate records at all times as well as electronically accepting referrals to the Department.

Other duties

- Assist new members of the Reception Team during their daily work. Clerical Co-ordinators (with experience) will be required to train and mentor new recruits to the team.
- Work with other members of the team to ensure quality standards are adhered to.
- To undertake Photocopying, faxing, filing and general administrative tasks as necessary.
- Undertake any other duties requested as appropriate to the banding. You may be required to
- To be able to work under pressure in a sometimes stressful environment that may lead to a heightened confrontational situation, occasionally resulting in verbal abuse and aggression from patients.
- To constantly evaluate and prioritise own workload in accordance with competing demands from Patients, medical staff and others.
- To assist with training for new members of Reception staff and Trainee Radiographers - this will include training on the Radiology Information System and Reception booking processes and practice.
- To have competent IT and keyboard skills continuously throughout the course of the day
- Able to work in a busy environment with constant interruptions
- To use excellent communication skills when dealing with Patients, Doctors, other Departments/Wards, Porters, GPs and other external agencies and be able to communicate waiting times or delays to Patients clearly.
- To adhere to the Departmental Code of Conduct at all times.

5. Scope and purpose of job description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

PERSON SPECIFICATION

Directorate/ department	Job title	Band
Imaging	Clerical Co-ordinator - Imaging Reception	3

Criteria relevant to the role	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> Text A Level, NVQ3 or equivalent experience Formal Customer Care Training or willingness to undertake 	
Experience	<ul style="list-style-type: none"> General clerical experience including filing Previous experience of dealing with patients appointment and booking system Experience of having working relationships with clinicians, GPs, managers, consultants and other clinical staff 	<ul style="list-style-type: none"> Prior experience of working in a healthcare environment Experience of using a Radiology Information System (RIS) Knowledge of NHS waiting and booking targets Previous NHS experience required Knowledge of hospital Patient Administration System (PAS) Knowledge of medical terminology
Skills/knowledge/ abilities	<ul style="list-style-type: none"> Excellent oral and written communication skills Good telephone manner Good keyboard and IT skills Ability to input and retrieve data accurately on a computerised system Ability to manage difficult situations Ability to work unsupervised and use own initiative Accurate filing ability 	<ul style="list-style-type: none"> Proficient use of Microsoft Office (Word & Outlook)
Values and behaviours	<ul style="list-style-type: none"> Ability to work within a team as well as independently with a 	<ul style="list-style-type: none"> Desire to learn and develop within the role

	<p>professional approach towards work and colleagues</p> <ul style="list-style-type: none"> • Polite and courteous manner • Positive and flexible approach to work • Punctual and enthusiastic • Assertive attitude • Friendly outgoing personality • Smart professional appearance • Reliable work record • Able to handle unpredictable situations with aggression on occasion • Able to communicate sensitive and contentious information to Patients 	
Other requirements	<ul style="list-style-type: none"> • Ability to work flexibly in order to support the changing demands of the service - hours, location etc... 	

Additional information

1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law while following recognised codes of practice and Trust policies on health and safety.

2. Medical examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. Equal opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. Disclosure & Barring Service/safeguarding children and vulnerable adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal

record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. [Find out more about the Disclosure & Barring Service](#). Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. Professional registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any codes of conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work visa/ permits/Leave to remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of interests

You may not, without the consent of the Trust, engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust while you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with, and adhere to, current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination – All patient-facing staff are required to have the flu vaccination on an annual basis, provided free of charge by the Trust. Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents' library section on the intranet.

10. No smoking

The Trust operates a smoke free policy.

11. Professional association/trade union membership

The Trust is committed to working in partnership with trades unions and actively encourages staff to join any trade union of their choice, subject to any rules for membership that the Trade Union may apply.