

# Job Description

Job Title:	Clinic Co-ordinator
Band:	Two
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Gynaecology Team Leader
Accountable to:	Team Leader

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<p><b>Job Summary</b></p>	<p>To manage Gynaecology clinics from a clerical perspective, liaising with patients, carers and staff of all levels, including medical staff. To be responsible for the efficient administration of outpatient appointments. From initial referral to patient attendance and finally discharge from clinic. To work closely with team members including nursing, secretarial and medical staff.</p> <ul style="list-style-type: none"> <li>• To make up Gynaecology notes for patients who are new to the University Hospitals of Leicester (UHL).</li> <li>• To be responsible for the preparation of case notes for Gynaecology Outpatient Clinics in line with consultant guidelines and departmental procedures.</li> <li>• To ensure that all relevant case notes, x-rays, test results and other information, including data from other hospitals, is available for each patient's visit.</li> <li>• To be responsible for transferring clinic case notes on HISS at the end of the clinic the appropriate destination.</li> <li>• To ensure all case notes and patient records are maintained in good condition.</li> <li>• Managing both inpatient and outpatient waiting list</li> <li>• Be responsible for implementing national, regional and local initiatives relating to performance targets and comply with The Patient Access &amp; Data Management Policy.</li> <li>• Managing clinic reception, ensuring that everything run as smoothly as possible. Meeting and greeting patients and passing case notes on to consultants to view.</li> <li>• Basic administrative tasks including, dealing with inquiries, answering the phone, filing and scanning.</li> <li>• Liaising with various staff members and the public, to ensure good quality service is provided.</li> </ul>
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## KEY WORKING RELATIONSHIPS

- Lead Clinicians
- Specialist Nurses
- Matron
- GP's and GP Surgery Staff
- Two Week Wait Management Team
- Clinic Co-ordinators and other admin / clerical staff
- General Manager and Service Manager
- Ward Staff

## KEY RESULT AREAS

- Assisting in the co-ordination and development of robust data collection and validation mechanisms
- Provision of advice re: activity recording issues – RTT
- Ensuring that all data is kept securely and to maintain the confidentiality of staff and patients at all times

## GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

# Person Specification

Post:

Band:

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	GCSE English Language & Maths Grade C (or equivalent)  Literacy numerical skills	Good Standard of General education	A I T
Experience	One year's experience of admin and clerical role	Previous NHS/public sector experience  HISS system knowledge	A I
Communication and relationship skills	Good communication/interpersonal skills		A I
Analytical and Judgement skills	Ability to work on own initiative and as part of a wider team		A I

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Skills	High standard of data quality skills and demonstrating attention to detail		A I
Planning and organisation skills	Excellent organisational and planning skills		A I
Equality, Diversity and Inclusion	<p>Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others</p>		
Other requirements specific to the role	<p>Positive, enthusiastic approach</p> <p>Team worker</p> <p>Good understanding of confidentiality and data protection issues</p>		A I