

## Job Description

<b>Post</b>	Clinic Coordinator
<b>Band</b>	3
<b>Department</b>	Gynaecology
<b>Responsible to</b>	Saira Khan & Jo Ghaut
<b>Professionally Accountable to</b>	Assistant Directorate Managers
<b>Date written</b>	20/11/2022
<b>Written by</b>	Saira Khan & Jo Ghaut

## Job Summary

### Full-time Mon-Fri

To work as part of the clerical team to support a team of clinicians.

To provide a comprehensive administrative and booking support service to the Gynaecology department, and Gynae Oncology

The post holder will be required to work as part of the administration team and provide cross cover during periods of staff absence within the Directorate as and when required. This support should be provided between the hours of 8.00 am to 17.00 unless otherwise specified at a local level.

To provide effective input into the work of the Trust, to support the achievement of our vision and values:

#### *Best possible care for our patients*

<i>We put patient safety above all else</i>	<i>We aspire to excellence</i>	<i>We reflect, we learn, we improve</i>	<i>We respect and support each other</i>
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## Key Working Relationships

- Administration Teams- Medical Secretaries, Receptionists, Clinic Co-ordinators
- Administration Managers
- Assistant Directorate Managers
- Directorate Manager
- Clinical Teams- Consultants, Nursing teams and ward staff.

## Organisational Structure



▶ Compassion



▶ Accountability



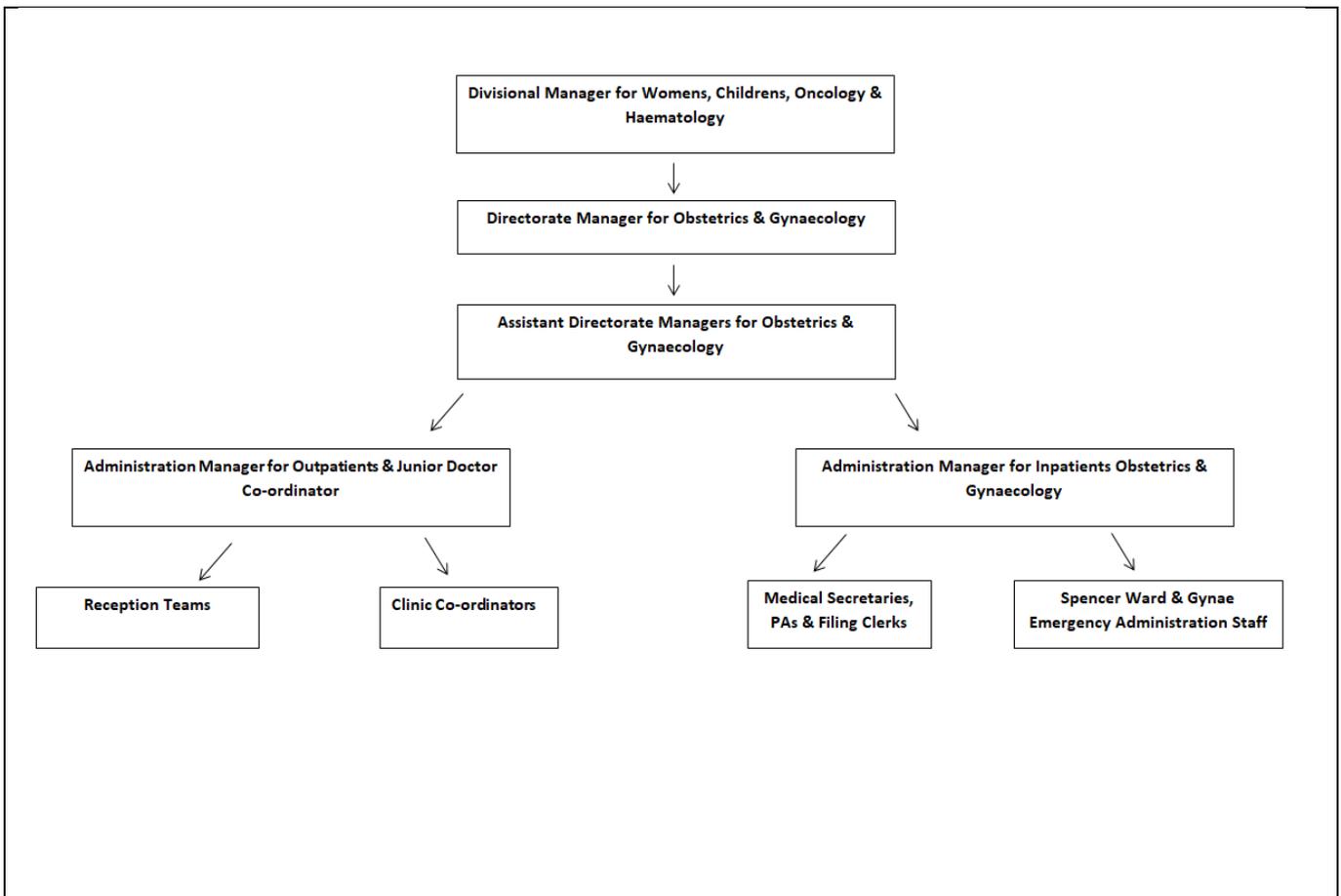
▶ Respect



▶ Integrity



▶ Courage



## Main Duties and Responsibilities

- Process outpatient referral letters to the Directorate within 24 hours of receipt of the referral, accurately recording details as required on Trust computerised systems.
- Responsible for supporting the 2ww team with finding additional slots for the Gynaecology department
- Responsible for General Gynae Advice & Guidance
- Responsible for printing Choose and Book referrals and monitoring and actioning the ASI list
- Check and action ERS daily
- Ensure all information entered on CAMIS is accurate and up to date confirming patient details at every point of contact.
- Amalgamate duplicate hospital numbers in accordance with the duplication guidelines.
- Use the National tracing Service to check/find NHS numbers and check other patient information in order to ensure accurate data collection.
- Ensure accurate and up to date outpatient waiting list management and adherence to agreed national waiting time targets
- Coordinate referrals to consultants for grading
- Responsible for new and rescheduled new and follow up outpatient appointment processes ensuring that the requirements of the patient as well as the clinician are met, receiving and coordinating referrals to clinics and ensuring the rapid access to those clinics as appropriate
- Arrange appointments for investigations and/or make appointments for additional patient tests as required by the clinician and where appropriate.

- Receive and deal with phone calls from patients, relatives and carers concerning making, amending or cancelling appointments.
- Ensure patients are contacted verbally to make and agree appointments. A minimum of three attempts should be made to contact patient to agree appointment. If no response after third attempt appointment to be sent by letter. Record all attempts to contact patient by telephone.
- All appointments to be confirmed by a letter to patient/parent or guardian with regards to children
- Liaise with consultants and secretaries regarding clinic availability
- Assist the effective management of the patient pathway ensuring that all necessary appointments, including the booking of outpatient clinics and waiting lists, are arranged on time and that patients receive timely treatment in accordance with national standards such as the 18 week RTT pathway.
- Receive and prepare relevant correspondence and material as required for clinical teams
- Ensure that all correspondence and documentation is filed promptly and cross referenced
- Ensure patient notes are correctly completed with the patient details and accurate copies of investigative reports and correspondence are filed in medical records case notes following laid down guidelines
- Assist with the coordination of clinics to ensure effective time management and utilisation
- Ensure that telephone enquiries, personal contact or correspondence is dealt with within agreed time limits and appropriate action is taken.
- Work with medical, nursing, directorate, secretarial and clerical staff to promote the efficiency of patient care
- Contribute to feedback in the management of waiting lists, compilation of data and other management information as requested.
- Ensure Trust and departmental policies are adhered to and contribute to changes and/or reviews of policies and procedures.
- Provide general admin services including photocopying, filing, faxing and other office routines.
- Ensure that relevant health records are available to medical staff when required and anticipate demand wherever possible
- Liaise with other hospital departments, GPs and other health care agencies when required
- To post holder will be expected to use computer systems where appropriate, including email system, the internet and intranet and other office systems in accordance with Trust policies
- Provide cross cover within team during absence complying with relevant organisational policy on attendance
- Receive and sort daily post, date stamp and distribute as appropriate

## **OTHER INFORMATION**

The postholder may be required to carry out other relevant duties as required.

The postholder will adhere to the duties specified under the Staff Responsibilities of the NHS Constitution in their day to day work and behaviours.

The postholder will be expected to aspire to the Values of the Trust in their day to day work and behaviours in order to support the Trust in achieving its Vision.

The postholder will adhere to, at all times, any relevant Professional or NHS Code of Conducts, legislation and Assurance Frameworks.

The postholder will make themselves familiar with, and adhere to, at all times, the policies and procedures of the Trust, and their area of work.

The postholder will be expected to work to any personal, Corporate, Divisional, Directorate and Departmental objectives and standards in order to provide an acceptable level of service.

The postholder will be expected to undertake training, including mandatory and role specific training, relevant to their role and ensure it is renewed as required.

The postholder will be expected to have an enhanced DBS check

### Statutory and Miscellaneous

- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory **Standard DBS Check**.
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given.

### Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

### **Safeguarding Children and Adults at Risk**

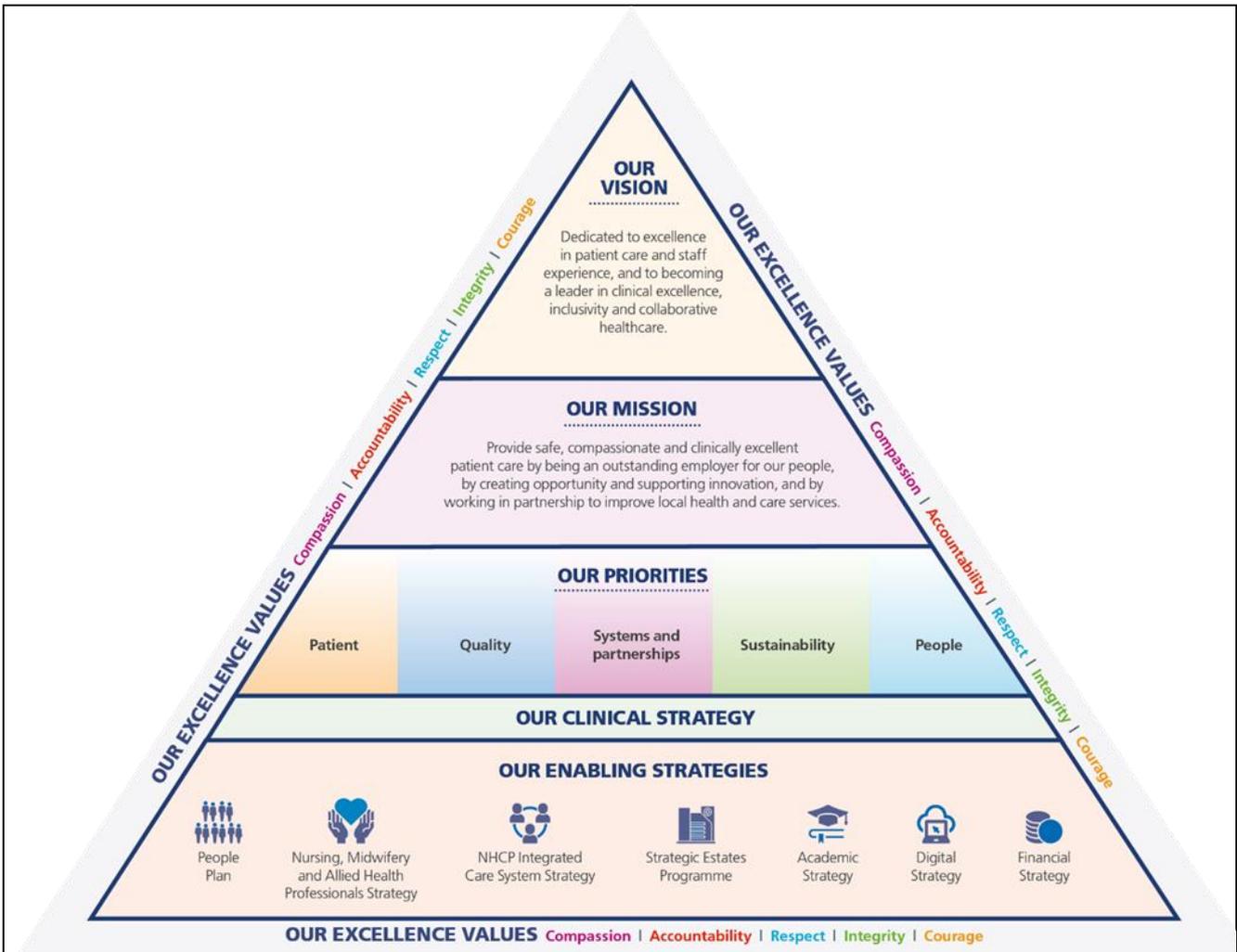
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **Our Vision and Values**

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team, leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



**Our Excellence Values**



Compassion



Accountability



Respect



Integrity



Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other people's shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
<b>Educations, Training and Qualifications</b>		
Minimum 3 GCSE at Grade C or above, including English and Mathematics or equivalent.	X	
NVQ3, RSA3 or equivalent experience or qualifications	X	
<b>Knowledge and Experience</b>		
Knowledge of RTT & Pathways in line with NHS England	X	
Very good written and verbal communication skills	X	
Courteous, tactful and efficient telephone manner	X	
Proficient in Microsoft packages including Word and Outlook	X	
Experience of working in a busy office environment	X	
Planning and organisational skills to plan straightforward tasks, some ongoing, arranging meetings, arrange diary	X	
Advanced keyboard skills	X	
Analytical and judgement skills for problem solving	X	
Work well as part of a team	X	
NHS Experience	X	
Camis & E-referral Experience	X	
<b>Skills</b>		
Developed attention to detail and accuracy	X	
Outstanding organisational skills and the ability to work methodically and prioritise	X	
Ability to cope under pressure and meet deadlines	X	
Ability to help build effective working relationships at all levels with and outside the hospital	X	

Ability to communicate with all levels of staff including Clinicians, junior medical staff, practitioners, Managers and others as required	X	
Able to maintain confidentiality at all times	X	
<b>Key Competencies/Personal Qualities and Attributes</b>		
Self-motivated	X	
Ability to use own initiative	X	
Confident to establish and maintain good working relationships at all levels	X	
Must be able to understand the needs of patients and deal with them with tact and sensitivity	X	