

**Maidstone and Tunbridge Wells NHS Trust  
Job Description**

|                        |  |
|------------------------|--|
| <b>Job Title:</b>      | <b>Booking Clerk</b>                             |
| <b>Band:</b>           | <b>Band 3</b>                                    |
| <b>Directorate:</b>    | <b>Head &amp; Neck</b>                           |
| <b>Site:</b>           | <b>Maidstone &amp; Tunbridge Wells Hospitals</b> |
| <b>Hours:</b>          | <b>37.5 hours per week</b>                       |
| <b>Reports to:</b>     | <b>Senior Booking clerk</b>                      |
| <b>Accountable to:</b> | <b>Clinical Administration Unit Team Leader</b>  |

---

**Job Summary:**

The post holder must manage the inpatient, outpatient and day cases waiting lists.

**Working relationships:**

**Internal (within the Trust)**

Clinical staff  
Administration staff

**External (Outside the Trust)**

Patients  
GP Surgeries  
Other providers e.g. CCG, private sector etc

**Budget Responsibilities:** None

**Key result areas**

- The post holder must manage the inpatient, outpatient and day cases waiting lists for a delegated number of consultants within a specialty, in accordance with Government Access Targets and the Trust's Access Policy.
- The post holder will work as part of the Clinical Administration Unit to coordinate the administrative pathway of patients to ensure that Government waiting time targets are met.
- Plan and coordinate elective admissions and associated pre-operative assessment clinics and theatre lists and is required to work in close liaison with the Senior Booking Clerk.
- Ability to exercise initiative, have an independent judgement and decision making with situations arising.
- To Facilitate in service improvement to streamline a patients journey and to ensure that the Trust delivers a quality service and gold standard of patient care.

- To take personal responsibility for ensuring that appraisal and mandatory updating is undertaken in line with Trust policies and procedures and to escalate any training needs to the Senior Booking clerk.

### **Accountability**

- To ensure compliance with a range of Trust policies, including health & safety, infection control, confidentiality, data protection, sickness absence and risk assessment.
- In conjunction with the administration teams ensure that all patients for the specialty are added to the relevant waiting list working within the specified timescales and guidelines.
- To assist the Senior Booking Clerk in the management of the waiting list for a group of consultants using Patient Centre in accordance with Trust and Government policies.
- To assist the Senior Booking Clerks in monitoring the PTL (Patient Target List) on a daily basis to ensure that Government Access Targets are not breached.
- Coordinate admission and associated pre operative assessment clinics, ensuring all key hospital staff are aware of organisational arrangements and that the relevant health records are available at the time of the procedure.
- Ensure theatre lists and outpatient clinics are filled to capacity, whilst taking into consideration availability of clinical staff and theatre equipment etc.
- To ensure that additional resources are booked as required by the individual patient e.g. interpretation services for all relevant appointments.
- Deal with non clinical queries from patients, their carers, general practitioners and members of administrative and clerical teams.
- To be responsible for the addition, removal and modification of patients to and from the waiting list
- Keep up to date with new technological enablers IT and all PAS developments as they affect both outpatient and inpatient services.

### **Communication and Relationship**

- To communicate with patients and relatives their responsibilities in line with the Patient Pathway i.e. patient cancellation of appointments / TCI dates in line with the Access Policy.
- To deal with enquires from all service users in a helpful, courteous manner and diplomatic manner.
- To communicate all changes to planned admissions, theatre lists, intended procedure, kit requirements and surgeon to relevant and appropriate staff.
- To raise any concerns regarding waiting list management with the Senior Booking Clerks in a timely manner and in accordance with local/trust policy.
- To ensure that patient confidentiality is maintained at all times.
- To identify and report to Senior Booking Clerks any stationery requirements, maintenance or repairs in a timely fashion.

### **Planning and organisational**

- Identify and ensure that problems are highlighted in routine reports and are actioned in a timely manner i.e. identify any disparity between demand and capacity in the coming weeks and inform the Senior Booking Clerks and Management.

### **Responsibility for policy / service development**

- Act as a contact point, liaising with patients, as well as clinical colleagues to ensure that the organisation & efficiency of all patient admissions are appropriately planned and managed.
- Must manage own workload dealing with and resolving issues as and when they occur without direct supervision on a daily basis.
- Responsible for liaising with patients to arrange admission / pre assessment appointment via telephone and letter.
- To ensure that any patient cancelled by the Trust is re-booked within appropriate timescales. Where necessary changing future scheduled lists to provide capacity.
- To be responsible for the addition, removal and modification of patients to and from the waiting list.
- Adhere to the office protocols including telephone protocol.
- Support new staff and train them as required on new systems.

### **Physical effort**

- To lift and move patient records while being aware of Health and Safety issues and Manual Handling policy
- Long periods of sitting

### **Mental and emotional effort**

- Must be able to prioritise and deal with workload with having frequent interruptions from all areas of the hospital, i.e. patients, consultants, management and other Clinical Administrative Unit staff.
- Deal with non-clinical queries from patients, their carers, general practitioners and members of administrative and clerical teams.
- Dealing with sensitive issues, patients and staff either face to face or by telephone
- Emotional support for staff

### **Responsibility for R&D**

- To ensure Trust compliance with Information Governance standards around data correction and to support the Trust's Data Quality initiatives
- To monitor and regularly report performance against KPI's including Data Quality reports in conjunction with the Team Leader.

## **Working conditions**

- To work under pressure due to the volume of both external and internal users of the service.
- Regular/Daily use of VDU equipment
- To be prepared to extend the working day to accommodate the needs of the service, including effective communication with evening staff.

## **Job Description Agreement:**

Signature of post holder: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Statement:**

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is

accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

**Maidstone and Tunbridge Wells NHS Trust  
Person Specification**

**Booking Clerk**

| <b>Area</b>                      | <b>Essential</b>   | <b>Desirable</b>   |
|----------------------------------|--|--|
| <b>Qualifications</b>            | <ul style="list-style-type: none"> <li>• Good standard of general education to GCSE Standard, English &amp; Maths</li> <li>• NVQ 2 or equivalent experience</li> </ul>   |  |
| <b>Experience/<br/>Knowledge</b> | <ul style="list-style-type: none"> <li>• Administrative experience</li> <li>• Competent using Word Office</li> <li>• Knowledge of Patient Centre or similar systems</li> <li>• Awareness of National Patient Access targets</li> </ul> | <ul style="list-style-type: none"> <li>• Excel spread sheet skills</li> <li>• Waiting list experience</li> <li>• Knowledge of Trust Access Policy</li> </ul> |
| <b>Skills</b>                    | <ul style="list-style-type: none"> <li>• Computer literate and good keyboard skills</li> <li>• Customer care experience</li> <li>• Excellent telephone manner</li> <li>• Good level of written &amp; spoken English</li> </ul>         |  |
| <b>Attributes</b>                | <ul style="list-style-type: none"> <li>• Excellent communication skills – both verbal &amp; written</li> <li>• Organisation skills.</li> <li>• Flexible.</li> <li>• Problem solving skills.</li> <li>• Customer focused</li> </ul>     | <ul style="list-style-type: none"> <li>• Tenacious</li> <li>• Adaptable</li> <li>• Determined</li> </ul>   |
| <b>Additional Requirements</b>   | <ul style="list-style-type: none"> <li>• Able to travel between sites</li> <li>• Demonstrates a “can do” approach to work.</li> </ul>  |  |

Date written 01/08/2013