JOB DESCRIPTION

1.   JOB DETAILS

Job Title:	**18 Week Validation Clerk**
Band:	**Band 4**
Base	**Royal Surrey Hospital Foundation Trust**
Department / Portfolio	Performance Assurance
Reports to:	RTT Validation and Training Manager
Accountable for	

2.   JOB PURPOSE

To ensure RTT (Referral to Treatment) data reported to the Department of Health for the Trust is accurate, and that the quality of data is maintained to a very high standard. The job of the 18 Week Data Validation Clerk is to ensure that the information, at patient level, is accurately recorded before being reported to the Department of Health by validating the information held on our electronic systems:

1. Maintain quality and content of data held within information systems.
2. To be an expert in the use of the Trust's patient information system.
3. Carry out audits of pathways.
4. Input and process information in accordance with national and local RTT procedures.
5. Respond to enquiries from managers, administrative and clinical staff, and participate in waiting list meetings.
6. Analyse and translate complex information using computer generated reports in order to validate patient pathways.
7. Efficiently communicate complex information about patient pathways to Specialty managers.
8. Provide Trustwide RTT support to staff. This will require demonstrating and explaining RTT practices and procedures to new and existing staff ensuring high standards are maintained at all times.

2.1   JOB SUMMARY

This is a permanent post for 30 hours per week (0.8 WTE)
The role of the 18 Week Validator is to help the Specialty operational teams to manage each patient's journey from referral to treatment in a timely and efficient manner. Providing accurate information on how long pathways are will be essential.

3.   KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

- Provides administrative and validation support to the Specialty operational managers of each service and resolves day-to-day problems independently
- Acts as the first point of contact for enquiries from end users
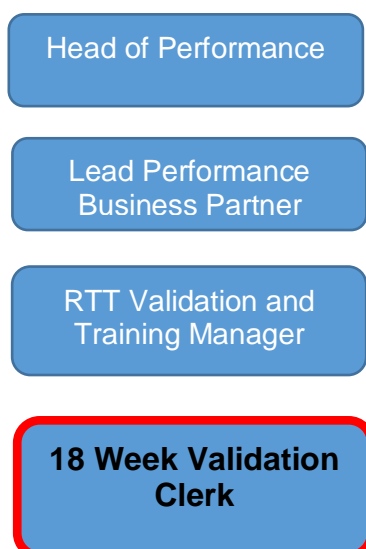- Maintains records of validation

- Assists in validation audits and planning; trains end users on correct use of 18 weeks clocks on OASIS PAS system
- To ensure confidentiality and security of data in accordance with organisational requirements, and in line with the Data Protection Act
- Use patient notes, existing databases, and the Hospital PAS and Pathology system to formulate pathway data on individual patients, making judgements and assessments on pathways to inform Specialty managers of breaches/risks
- To source, collect and validate accurate RTT (Referral to Treatment) data in accordance with agreed practices and standards
- To input the collected data into the Trust's database/PAS system in a timely and accurate manner
- To liaise with clinicians, nursing staff and other staff as appropriate in order to achieve collection of accurate data and missing notes
- To collect data retrospectively for upload to the Department of Health
- To actively support the Specialty Manager in identifying, reporting and resolving departmental issues in order to achieve a high standard of quality and completeness of RTT data
- To respond to service demands by supporting the validating of data and providing cover for staff absences
- To participate in planned training events and to attend all mandatory training sessions as requested
- To attend relevant meetings and represent the RTT/validation team department as requested
- To act as a mentor and provide on the job training for new staff as required
- To collect additional data on an ad-hoc basis as required
- To support the monitoring of the 18 Week Target
- To record accurately the reasons for patient breaches
- To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are promptly reported
- To ensure that secure systems are in place for the storage of all resources, including computerised information
- To develop and maintain effective working relationships with other staff in the departments and the Trust, ensuring that a professional and seamless service is provided. In particular this will require liaison with Heads of Department, Clinical Directors, Consultants, Managers and Administrative staff

4.   KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Specialty Managers Outpatient teams Admissions Office Medical secretaries Services for diagnostics and investigations Information Team Patients First 18 Week Team Medical Coding Clinical teams DDOs	Colleagues in Other Trusts Commissioners

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5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:

Head of Performance

Lead Performance Business Partner

RTT Validation and Training Manager

18 Week Validation Clerk

6. OTHER RESPONSIBILITIES

Management

- To be responsible for the self- development of skills and competencies through participation
in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.

- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

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- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.

- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:

  - To take reasonable care of ourselves and others at work;
  - To co-operate in meeting the requirements of the law.

- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.

- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values
The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission
Together we deliver compassionate, safe care every day.

Our Vision
To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
  Continuously improving is not just a value.
  It's what unlocks our innovation.

- **Excelling together**
  Excelling together is not just a value.
  It's what we do every day.

- **Caring together**
  Caring together is not just a value.
  It's what sets our Royal Surrey family apart.

- **Learning together**
  Learning together is not just a value.
  It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):--- Date:----------------------------------

Print name (Employee):---

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.

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PERSON SPECIFICATION

POST: 18 Week Validation Clerk

BAND: 4

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*Assessment will take place with reference to the following information
A=Application form   I=Interview   T=Test   C=Certificate

Area	Essential	Desirable	Assess-ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		**A/I**
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		**A/I**
Value diversity and difference, operates with integrity and openness	√		**A/I**
Treating others with compassion, empathy and respect and	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		**A/I**
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		**A/I**
Actively develops themselves and others	√		**A/I**
Qualifications			
Extensive specific administrative and RTT knowledge gained by education or relevant experience equivalent to diploma/ NVQ Level 4/5	√		**A/I**
Excellent knowledge of specialised IT systems, acquired through formal training or experience	√		**A/I**
Knowledge and Experience			
Previous experience of working within the NHS	√		**A/I**
Experienced knowledge of waiting list management	√		**A/I**

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Knowledge, Training and Experience – Excellent working knowledge of national RTT rules, procedures and conventions, acquired through significant on-the-job training equivalent to NVQ Level 4 or 5, and able to translate them when explaining to internal customers.	√		**A/I**
Knowledge, Training and Experience – Dealing with a range of work procedures and practices, majority non-routine; needing intermediate level theoretical knowledge. Experienced knowledge of PAS and other Trust information systems for the purpose of pathway validation.	√		**A/I**
Understanding of medical terminology	√		**A/I**
Good understanding of patient pathways	√		**A/I**
Skills and Capabilities			
Full range of administrative experience within the NHS	√		**A/I**
Communication and Relationship Skills – Excellent communicator, can provide and receive complex information. Can communicate complex RTT rules to medical, clinical and administrative staff and external organisations.	√		**A/I**
Responsibility for Human Resources – Can demonstrate own activities to new or less experienced members of staff, can deliver concepts on own specialist area.	√		**A/I**
Freedom to Act - Works on own initiative, specialist for own area, work is managed rather than supervised – works within national and local policies and procedures. Refers to manager only as and when necessary.	√		**A/I**
Excellent IT skills (ECDL or equivalent)	√		**A/I**
Analytical and Judgement Skills – Range of complex facts or situations requiring analysis, interpretation. Analyse complex patient clinical pathways; use judgement to validate cases where the outcome is not readily evident, and correct application of RTT rules. Dealing with queries related to data, provides advice and guidance to staff. Ensures quality, consistency and accuracy.	√		**A/I**
Responsibility for Information Resources – Data entry, processing, storage and transmission of data using computerised system and generating reports. Process and validate patients' pathways, test results. Helping to maintain accurate information systems by updating data in a timely manner.	√		**A/I**
Planning & Organisational Skills – Plans and organises own day to day work, with effective prioritisation skills.	√		**A/I**

Plans activities requiring adjustment due to fluctuating workload e.g. dealing with data query requests from internal staff.			
Responsibility for Policy and Service Development - Able to help develop policies and protocols for own working area, proposes changes to working practices as a result of new guidelines or legislation, and undertakes audits as required within own working environment.	√		**A/I**
Physical Skills – Good keyboard skills for inputting/manipulating.	√		**A/I**
Personal Attributions			
Used to working in a busy environment	√		**A/I**
Adaptability, flexibility and ability to cope with uncertainty	√		**A/I**
Physical Effort – Frequent requirement for sitting in a restricted position. Inputting into computer more or less continuously	√		**A/I**
Mental Effort – Frequent requirement for prolonged concentration. Ongoing concentration is required when converting information into validated records, requires accuracy and checking.	√		**A/I**
Emotional Effort – Exposure to distressing or emotional circumstances is rare.	√		**A/I**
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		**A/I**
Professional calm and efficient manner	√		**A/I**
Able to work in a team	√		**A/I**
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	√		**A/I**
Attention to detail	√		**A/I**
Ability to work independently	√		**A/I**