



JOB DESCRIPTION

JOB DETAILS:

Job Title	Patient Access and Booking Centre Assistant Manager
Pay Band	5
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Patient Access and Booking Centre - Corporate
Department	Patient Access and Booking Centre - Corporate
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Patient Access Booking Centre Manager
Reports to: Name Line Manager	Patient Access Booking Centre Manager
Professionally Responsible to:	Patient Access Booking Centre Manager

Add organisational statement on values and behaviours

To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

Job Summary/Job Purpose:

The Assistant Booking Manager will support the PABC Manager to manage the day to day operations of the service, ensuring PABC provides a high quality, efficient service that supports patient care. To have daily responsibility for the supervision of staff within the PABC, ensuring

that patients are booked according to clinical priority and in chronological order to deliver Access times, as well as in accordance with RTT guidelines. Working with the PABC Booking Clerks, Patient Access and Booking Centre Manager and Service staff, the post holder will ensure that Access data is rigorously monitored and updated, ensuring that all elective capacity is fully utilised through planning and escalation processes.

The post holder responsibilities will include active analysis and improvement in the booking function and to ensure patient focused booking is delivered. The postholder will be expected to support the Assistant PABC Managers from the other two sites and ensure cross learning and application of consistent practices.

The Assistant Manager will be required to deputise for the PABC Manager when needed at times of absence to ensure continuity of service.

DUTIES/RESPONSIBILITIES:

1. Waiting List Management

- Ensure waiting lists are managed in line with BCUHB and Welsh Government policies, including Guide to Good Practice, RTT, Access 2009/WHC(2007)75 and the Consolidated Booking Rules. Ensure that systems and procedures are adhered to by all staff in their management of waiting lists.
- Ensure all patients requiring an outpatient consultation have been booked in clinical and chronological order and highlight any capacity shortfall to the PABC Manager and/or service managers with at least 6 weeks notice.
- Ensure that the booking clerks adhere to the Guide to Good Practice, WHC (2007) 75 and Consolidated Booking Rules and any other waiting list management policies and procedures and audit against these standards.
- Scrutinise/ challenge staff on their waiting list management lists. Identify areas for concern where RTT guidelines may not have been adhered to and work with staff to provide resolution/provide additional training if needed. Make adjustments to patient pathways if necessary.
- Be able to use a wide variety of Information Technology packages including WPAS, Microsoft Office packages including Excel, word, outlook, and other systems, eg. CISCO, WAP, CITO.
- Responsible for the operational management of all transfer of care processes between sites and ensure that appropriate records are kept and updated. Ensure that appropriate action is taken, either for internal transfers or for transfers to other providers.
- Responsible for the monitoring of all adjusted patients to ensure they comply with the GGP / Access 2009 guidance and are being managed appropriately.
- Monitor the regular validation of waiting lists to ensure that all data recorded on the Patient Administrative Systems are accurate and kept up to date.
- Ensure skills enable assistance to the Booking Clerks with booking processes as directed by the PABC Manager.
- Ensure administrative systems are constantly reviewed and are as efficient and effective as possible, making changes where appropriate.

Ensure patients able to attend at short notice are identified and are contacted when patients cancel / are cancelled. Inform booking clerk relating to that service and delegate action to be taken. This is also done daily via envoys and is the responsibility of the Assistant Manager to ensure these are being actioned

- Liaise with the designated service leads regarding the booking of clinics in respect of clinic rules, cancelling and reducing clinics, setting up new and additional clinics and agreeing and revising clinic correspondence.
- Work with the Improvement and Business Support Team to implement services and procedures which enhance the booking function and patient experience of the PABC taking part in any ad hoc projects or initiatives which will impact upon the PABC.
- Ensure close working with the Pre-operative Assessment (POAC) Team, ensuring that patients are pre-assessed in good time and that the administrative processes are effective and timely.

2. Information Management

- Collect and collate accurate capacity and demand information for Team Meetings and weekly submissions.
- Regularly analyse outpatient waiting lists to support Booking Clerks and identify constraints in capacity to escalate to PABC Manager.
- Collect and collate information requirements for reporting statutory returns e.g. cancelled operations
- Ensure requirements of Data Protection Act and Caldicott recommendations are met by the Booking Clerks.
- Investigate any concerns brought forward in relation to Information Governance.

3. Quality

- Assist the PABC Manager in the monitoring of quality standards to deliver a patient focused booking service.
- Scrutinise all data quality reports and highlight anomalies and act (within agreed limits) on variances.
- Co-ordinate and distribute data quality reports to relevant users ensuring prompt action and return, highlighting problem areas to the PABC Manager.
- Reviewing compliance of PADR, absence, mandatory training, reporting/ identifying trends issues/concerns and escalating to PABC manager or resolving yourself.

General

- To assist in the management and ensure efficient running of day to day operations of PABC.
- To resolve barriers to service or escalate them to PABC manager in a timely manner along with the optimum solution for resolution.
- To plan and provide induction and training of new members of staff acting as mentors during induction and 'on the job' training period.
- Responsible for monitoring stationery levels and re-ordering office supplies in a timely manner.
- Act as focal point within the PABC for all general administrative issues.
- Highlight any service or administrative problems to the PABC Manager through a regular reporting process.
- Ensure all BCUHB policies including Health and Safety are adhered to.
- Deal with enquiries from staff, colleagues and patients promptly.

- Participate as member of the PABC Management team to improve the quality of services by generating and sharing good working practices and contribute and participate in departmental meetings with regards to changes in departmental policies and procedures.
- Maintain accurate and up to date filing system as per departmental requirements.
- Actively contribute to the delivery of cost savings within the PABC through effective resource management, identifying any areas for potential savings to the PABC Manager.
- To ensure that all tasks relating to service delivery are completed to deadlines and escalate any potential issues to the PABC manager with optimum solution.
- Ensure that systems are in place to maintain and update information in relation to training, competencies, attendance and development.
- To assist with the delivery against national targets in line with Waiting List management and RTT & Good Practice.
- To investigate and address concerns or incidents on behalf of the PABC manager providing detailed response and working with others to prevent reoccurrence in line with policy and procedure.
- Promote and assist with change and the development of new ways of working.
- Participate and assist the PABC manager with role redesign and change management within PABC.
- Liaise, attend, and contribute to meetings as required in order to help improve the service and encourage working relationships across BCU.
- Assisting in effectively planning and implementing booking of priority waiting list initiative clinics to deadlines set.
- To create/monitor reports, i.e. waiting list figure reports to services where needed, capacity reporting, regularly monitoring CISCO reports to identify any trends or patterns of concern with staff calls.
- Answer any queries via telephone, email and face to face within multi-disciplinary teams.

Staff Management

- Responsible for a full range of staff related activities including co-ordinating annual leave, compiling staff returns, first line management of staff absences and sickness records, supporting and maintaining training logs, conducting and recording PADRs Set KPIs for the year for all staff during PADRs.
- Manage performance issues in a pro-active and timely manner in accordance with BCUHB policies and procedures, alerting the PABC Manager to any areas of ongoing concern.
- Ensure adequate numbers of staff are on duty at all times to ensure a consistent level of service is available at all times, responding responsibly to requests for annual leave.
- Signing time sheets for members of the team within the PABC.
- Ensure that staff are responsible for the effective communication via telephone and face to face with key stakeholders, i.e. Patients, relatives, clinicians, administration staff, etc.
- Schedule team meetings to ensure capacity is being fully utilised and keep track of staff morale. Take minutes of meeting to be actioned. Find solutions for concerns raised and inform of outcome at next meeting.
- To be responsible for ensuring all staff have received regular appraisals, appropriate training and development to fulfil roles.
- Responsible for ensuring that BCU policies for staff management are adhered to eg. Appraisal, sickness absence, capability, recruitment and selection, respect and resolution, and disciplinary.
- To ensure monthly timesheets and returns are submitted electronically in a timely manner when PABC manager absent.
- Submitting vacancies on TRAC to fulfil roles within the team, shortlisting, and interviewing.

- Regularly review the distribution of workload of individual Booking Clerks and Teams to ensure an optimal level of workload and maximise performance both recurrently and to manage ad hoc pressures.
- Regularly monitor and review telephone system data to ensure patients calls are responded to in a timely way and there is appropriate levels of staff within the department to manage the call volume.

Communication

- The production or contribution to a variety of high-quality reports required for the delivery of the Performance of the Service
- Communicate with a variety of stakeholders using interpersonal skills to advise of the importance of the initiative. This will involve using persuasive and motivational skills to overcome any barriers to change or issues and may require imparting unwelcome news to stakeholders e.g. changes to timescales, or additional work required to tight deadlines.
- Working with/communicating with variety of professionals at all levels, i.e. Clinicians, heads of service, assistant service managers, etc.

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.

If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

BCUHB

PERSON SPECIFICATION

Job Title: Assistant PABC Manager

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of work experience and knowledge • GSCE English & Maths • NVQ L4 or diploma level or equivalent in administrative related area • Evidence of continual professional development 	ECDL or equivalent	CV Interview Document Check
EXPERIENCE	<ul style="list-style-type: none"> • Experience of assisting with the management of a service/managing staff • Waiting list experience or equivalent experience • Experience of using spreadsheets / databases • Experience and understanding of current priorities for the health board 	Experience of working with Healthcare Information systems <ul style="list-style-type: none"> • Extensive experience of WPAS 	Application Form Interview References

<p>SKILLS including those physical skills necessary for the post.</p>	<ul style="list-style-type: none"> • Understanding of statistics • Able to present data and information clearly and accurately • Excellent communication skills • Keyboard skills • Ability to work to deadlines • Organisational, time management for self and others, and delegation • Leadership/coaching skills • Strong commitment to making performance improvements • Change management skills and ability to implement and assist with leading change • Excellent written, verbal and presentation skills • Ability to use own initiative 	Welsh speaker	Application Form Interview References
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Knowledge of Microsoft Office Applications, Word / Excel / Outlook • Experience of waiting list management • Knowledge of Guide to Good Practice and WG and LHB policies in respect of waiting list management • RTT 	<ul style="list-style-type: none"> • Knowledge of Data Protection Act • Knowledge of other supporting systems (CITO, Cisco, IRIS) 	Application Form Interview References
<p>PERSONAL QUALITIES (Demonstrable)</p>	<ul style="list-style-type: none"> • Well developed work ethic • Ability to work to deadlines • Professional, confident manner • Organised, punctual, reliable, self motivated • Team worker • Able to work autonomously • Approachable/ pleasant manner • Ability to relate to staff of all disciplines and seniority • Problem solving skills • Able to prioritise workload and effectively manage competing demands 	Outgoing, friendly, flexible approach to work	Application Form Interview References

<p>OTHER RELEVANT REQUIREMENTS (Please Specify)</p>	<ul style="list-style-type: none"> • Ability to travel between sites • Appreciation of the responsibilities of the health care environment • Ability to work flexible hours between 8am-5pm Monday – Friday (shift system) and possibility of some overtime hours. 	<p>Flexible Hours</p>	<p>Application Form Interview Document Check</p>
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ORGANISATIONAL CHART
Improvement and Business Support Corporate Team
Patient Access and Booking Centre Structures

