

TETBURY HOSPITAL TRUST LTD

JOB DESCRIPTION

Title:	Booking Office Administrator
Grade :	S
Responsible to:	Head of Information Technology & Administration
Accountable to:	Head of Information Technology & Administration
Liases with:	Patients, Medical Secretaries, General Practitioners, Practice Managers and other practice staff, Independent Sector Health Service providers

Job Summary:

To provide a call centre function to support patients in booking their healthcare appointments and to ensure planned admissions are managed effectively.

To support the administrative functions within the bookings office and, when appropriate, the wider organisation

To provide managers with information regarding booking trends and escalate when additional capacity is required, or when a clinic is not being utilised efficiently.

Principle Duties:

1. The post holder will work as part of the Administration Team, providing a full and confidential appointment booking and scheduling service for patients and clinicians ensuring wait time targets and clinical targets are met and all capacity efficiently used.
2. To Monitor progress of referrals, identifying problems and taking appropriate action to ensure efficient management of referrals
3. To monitor and maintain waiting lists, ensuring adherence to the NHS Charter and local and National access standards (e.g. 18 weeks referral to treatment, operation rebooked within 28days for non-clinical cancellations)
4. To action clinic and theatre cancellations and re-scheduling patients ensuring that clinical priorities are maintained and liaising directly with consultants where capacity problems exist.
5. To manage the follow-up appointments waiting lists to ensure clinical priorities are maintained
6. To negotiate with clinicians the need to flex clinic capacity to meet new and follow-up clinical and wait time constraints, flexing template capacity to achieve a balance between clinical priorities and wait time targets

7. To ensure that patients receive a supportive and responsive service tailored to their specific needs particularly where barriers to understanding exists. When required co-ordinate transport and interpreters, ensuring all relevant and up to date information on the patient is available prior to their appointment / surgery
8. To ensure accurate and timely data collection. Advising the management team on the utilisation of clinic time and to suggest ways of addressing these.
9. To communicate and maintain a collaborative working relationship with all users of the Outpatient service
10. To Investigate and provide effective follow-up on patients who do not attend (DNA patients), including those that did not attend their pre-op assessment to confirm their intention and availability
11. To action new services on the electronic referral service setting up new Directory of Service, mapping to PAS, including liaising with other departments
12. To provide the administration service associated to Medico-legal, E.g. billing for information, requesting information from relevant departments
13. To report any incidents or complaints received to your team manager for onward escalation or investigation
14. To provide quotations prior to booking private consultations and private surgery. To take card, cheque and cash for payment if required

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Tetbury Hospital Trust

Your attention is drawn to the confidential nature of information collected within the health service. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act or subsequent relevant legislation.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors,

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training

Quality Assurance

As an employee of the Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

General Notes

The duties outlined in this role specification serve as a guide to the current and major responsibilities of the post. The duties and obligations associated with the post will inevitably vary and develop and the role specification will be reviewed on a regular basis. Changes will be subject to consultation with the post-holder.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular 1:1s and appraisals with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

As a commissioned provider of NHS services, Tetbury Hospital Trust has a responsibility to adhere to the NHS Constitution which establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another. All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION	
	Essential	Desirable
<p>Qualifications <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i></p>	<ul style="list-style-type: none"> • 4 GCSE's (or equivalent) to include Maths and English • Keyboard qualification or practical experience • NVQ3 in customer care or equivalent qualification training or experience 	<ul style="list-style-type: none"> • ECDL (or equivalent) or working towards
<p>Experience/Skills <i>(Type and level of experience required to fulfil duties)</i></p>	<ul style="list-style-type: none"> • Experience with a variety of IT packages, including email, spreadsheets and database packages • Experience of customer services • Ability to multitask (e.g., input into data base whilst conducting telephone transactions with patients) • Excellent interpersonal skills for dealing with people internal and external to the Trust • Ability to synthesis and analyse information to use resources effectively • Understanding of Confidentiality and Data Protection Act 	<ul style="list-style-type: none"> • Previous Health service Experience • Knowledge of booking system – Choose & Book and PAS • Knowledge and experience of management of waiting lists, primary target lists, local and national waiting time targets • Knowledge of medical terminology and specialty associated tests and investigations
<p>Communication Skills <i>(Indication type of communication and audience. e.g. face-to-face with patients, presentations to colleagues, etc.)</i></p>	<ul style="list-style-type: none"> • Able to communicate effectively and articulately at all levels utilising appropriate media (written/verbal, electronic etc) • Motivated and enthusiastic 	
<p>Flexibility <i>(Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i></p>	<ul style="list-style-type: none"> • Able to organise priorities and manage own workload without supervision, adapting daily work plan to meet rapidly changing priorities where the workload is unpredictable • Ability to learn quickly and adapt to changing circumstances 	
<p>Other <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i></p>		

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

	Name	Signature	Date
Post Holder			

	Name	Signature	Date
Line Manager			