

Job Description - Generic for information

Post Title: Co-Ordinator

Band: 3

Job Purpose:

The post holder will be responsible for the efficient management of the allocated waiting list and maintaining government targets in accordance with the Patient Access Policy. The post holder will possess the ability to work autonomously, using their own initiative to deliver the highest standards possible for patients, hospital staff and any other person their duties bring them into contact with.

Key responsibilities and duties

- Complete responsibility for the consultant's operating diaries, utilising an excellent knowledge of surgical procedures that individual clinicians perform, duration of operating times as directed by the clinician, and theatre availability, and an ability to resolve any issues.
- Production of letters which inform patients of the appropriate admission times, dates and dietary/fasting requirements, in accordance with their anaesthetic requirements.
- Receive waiting list paper outcome forms/e-outcome forms from in-touch system and input the information on PAS. Great attention to detail is required and all information must be transcribed for procedures as per the consultant's request. Information must be added within a 48 hour deadline.
- Organise interpreters where necessary, for patient operations, and pre-operative assessment appointments. Maintain records of such bookings for future reference.
- Maintain and update the consultant's waiting lists. Prioritise urgent patients, and ensure government targets for the routine waiting lists are being met. Highlight immediately, and in a timely fashion, any conflicts that might mean patient waiting time targets could be breached.
- Be aware of, and adapt to, any changes in trust policy and general operating systems.
- Flag up the need for cover when annual leave is booked, or cancel theatre time accordingly.

- Complete responsibility for ensuring all patients receive pre-operative assessment within a strict time allowance and are kept in date prior to surgery.
- Provide consultants with patient details for those who do not attend for pre-operative assessment appointments or repeatedly cancel for a clinical review to be undertaken with a view to discharge.
- Comprehensive knowledge of theatre scheduling and procedure management is essential. Ability to liaise, and if necessary, book patients into clinic appointments, produce letters, and cancel and rebook as required.
- Track all casenote movement as necessary within PAS.
- Co-Ordinate the mapping of patients to beds, liaising with ward staff and bed managers.
- Production and distribution of admissions lists for clinical review and sign off, and re-ordering lists where indicated by consultant due to procedure mix and/or covid rapid swabbing requirements.
- Deal with large volumes of day to day enquires from anxious patients, where there may be language barriers or difficult communication in a courteous, sympathetic manner.
- Manage an efficient waiting lists system using the Inpatient Patient Target List, validating and removing patients confirmed as data quality issues as appropriate. Fully understand the Trust's Patient Access Policy relating to 'Patient Choice' and be able to implement systems and answer questions from patients regarding this.
- To deputise when required and as appropriate for the Admissions Manager.

Values Based Behaviours:

Care: we show we care about people	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
Ambition: we want the best for people	<p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
Respect: we value the	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p>

differences and talents of people	<p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p>
Engage: we involve people in how we do things	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p>
Learn : we learn from people, past, present and future	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>

Person Specification

	Essential	Desirable
Skills, Knowledge & Aptitudes	<ul style="list-style-type: none"> • Knowledge of administrative and management procedures and practices. • Knowledge of MS Office, Excel and basic keyboard skills • Excellent communication skills, both verbal and written. • Good communication and interpersonal skills at all levels. • Ability to work as part of a team • Knowledge of specialist medical terminology • An efficient and methodical approach to the maintenance of waiting lists, statistics and admissions diaries. 	<ul style="list-style-type: none"> • Experience of Meditech • Understanding of Trust policies and NHS agenda. • Knowledge of the Trust's rules regarding confidentiality.

<p>Qualifications & Learning</p> <p>Equivalent experience considered</p>	<ul style="list-style-type: none"> • 5 GCSE's or equivalent • NVQ 3 in customer care and business administration or equivalent experience in a clerical role • Proven experience working in a clerical role. 	<ul style="list-style-type: none"> • Leadership qualification • Proven experience in a clerical role within the NHS • Proven experience of staff management. • ECDL • NVQ 3 in customer care and business administration or equivalent experience in a clerical role
<p>Experience</p>	<ul style="list-style-type: none"> • Good time management skills • Good organisational skills. • Able to maintain a professional approach when working under pressure. • Be able to maintain confidentiality. 	<ul style="list-style-type: none"> • Ability to work flexibly • Assertive • Self-motivated and enthusiastic.