
JOB DESCRIPTION

Job Details

Job Title: Outpatient Waiting List Coordinator

Division: Infectious Diseases

Base: Wythenshawe

Full Time: 37.5 Hours

Band: 3

Organisational Arrangements

Reporting to: Directorate Service Manager

Other accountabilities: Operational Manager

Duties and Responsibilities

1. Co-ordinate the processing of new patient tertiary referrals/ERS, escalating any potential delays in offering appointments within agreed timeframes to the Directorate Support Manager
2. Importing images and other test results from other Trusts
3. Liaising with GP's regarding referral/results to ensure that the minimum data set is recorded on the PAS
4. Co-ordinate the outcoming of clinics/patients attending clinics appropriately and in a timely fashion both for RTT and financial purposes
5. Co-ordinate the DNA process and ensure outcomes are appropriately actioned in a timely fashion for the areas responsible for.
6. Assist with ensuring outcomes are completed correctly, and seeking out the relevant information if they are not.
7. Co-ordinate, with the assistance of the directorate support manager with the management of partial booking across areas of responsibility
8. Assist the directorate manager with duties such as cancelling/rescheduling/adjusting clinics whether that be regarding patients or the templates themselves
9. Assist the manager when required with managing the patient tracking lists
10. Ensure urgent matters are brought to the attention of the appropriate person in a timely fashion reporting any problems or issues to senior staff and seeking clarification if unsure of procedure/s.
11. The post-holder would be expected to demonstrate office procedures to new staff.
12. The post-holder would be expected to commit to on the job learning, where necessary i.e. expansion of medical terminology knowledge, relevant policies and procedures.
13. Dealing with telephone enquiries, promptly and communicating accordingly thereafter.
14. Dealing with all patients and their relatives/carers in a caring and professional manner, providing admission/appointment information where appropriate.
15. Dealing with the waiting lists of the Consultant / clinical team as and when required.

16. Assisting with the monitoring and maintaining waiting lists in conjunction with trust targets
17. Assisting the clinical teams i.e. Consultants/Nurses/Physio's and other clinical teams with their enquiries as and when required
18. Undertaking routine clerical duties and any other tasks relevant to the role as requested as and when required.
19. Follow departmental Standard Operation Procedures (SOP's).
20. Follow the Trust's OP DNA policy, taking into account any departmental guidelines.
21. Assisting with the induction and training of new staff to the department including medical staff.
22. Complying with the Data Protection Act and Caldicott guidelines in relation to confidential data.
23. Cross cover of colleagues and co-ordination of leave in line with the dept/divisional arrangements.
24. Attendance at training events that may be relevant in the execution of your duties.
25. The post-holder may be required to take informal minutes.
26. The post-holder may be expected to actively participate in department audits by data gathering or sorting as and when required.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, 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.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998 , Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All employees have a duty and responsibility to protect and safeguard children, young people and vulnerable adults. They must therefore be aware of child and adult protection procedures to take appropriate and timely safeguarding action, and reduce the risk of significant harm to adults and children from abuse or other types of exploitation.

Supplementary Information

Effort and Environmental Factors

Occasional exposure to verbal aggression

Physical Effort

Combination of sitting, walking and standing. Movement of case notes, x-rays and stationary.

Mental Effort

Concentration required when in-putting patient data. Frequent interruptions.

Emotional Effort

Occasionally contact with anxious or distressed patients and relatives

Organisational Chart

Directorate Operational Manager

Directorate Support Manager

Waiting List Co-ordinator