



Patient Care Coordinator

TransPlus

JOB DESCRIPTION



Chelsea and Westminster Hospital
NHS Foundation Trust



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| Chelsea and Westminster Hospital NHS Foundation Trust is one of the leading providers of services for the LGBTQI+ communities including our gender dysphoria clinic 'TransPlus', trans sexual health service '56T' and Chelsea Centre for Gender Surgery. Our services are recognised for their inclusivity & diversity, and recently won a Nursing Times Award for 'Enhancing Patient Dignity'. Our ambition is to be the leading healthcare provider for Trans and non-binary service users in the UK, building on the specialist expertise and knowledge of our clinical teams..... | 5 |
| Chelsea and Westminster Hospital NHS Foundation Trust has been commissioned to provide TransPlus at 56 Dean Street, the first integrated gender, HIV and sexual health service by NHS England. Our vision is for an innovative and patient-centred service, based on the principle that patients must have equal access to services whatever their gender identity with reasonable adjustments to the delivery of care to match the individual's needs and circumstances..... | 5 |
| This is a pivotal role with the post holder providing the necessary administrative support to the Gender Dysphoria Service. It involves providing high level, confidential support, on a wide range of matters. The post holder will ensure the interests of the Trust are represented in a professional manner, and is a suitable ambassador at all times. | 5 |
| This role will predominantly be covering the reception desk for the TransPlus service: checking patients in, answering queries, and being the first point of contact for service users. Please note that this role will involve some shifts beginning at 8am and others finishing at 8pm..... | 5 |
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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

| | |
|-------------------------|--|
| Job title | TransPlus Patient Care Coordinator |
| Band | 3 |
| Division | Specialist Care |
| Responsible to | TransPlus Administration Team Leader |
| Accountable to | Junior Service Manager - TransPlus |
| Type of contract | Permanent |
| Hours per week | 37.5 (including 8am-4pm and 12pm-8pm shifts) |
| Location | Cross-site – Dean Street based |

Overview

Chelsea and Westminster Hospital NHS Foundation Trust is one of the leading providers of services for the LGBTQI+ communities including our gender dysphoria clinic 'TransPlus', trans sexual health service '56T' and Chelsea Centre for Gender Surgery. Our services are recognised for their inclusivity & diversity, and recently won a Nursing Times Award for 'Enhancing Patient Dignity'. Our ambition is to be the leading healthcare provider for Trans and non-binary service users in the UK, building on the specialist expertise and knowledge of our clinical teams.

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This is a pivotal role with the post holder providing the necessary administrative support to the Gender Dysphoria Service. It involves providing high level, confidential support, on a wide range of matters. The post holder will ensure the interests of the Trust are represented in a professional manner, and is a suitable ambassador at all times.

This role will predominantly be covering the reception desk for the TransPlus service: checking patients in, answering queries, and being the first point of contact for service users. Please note that this role will involve some shifts beginning at 8am and others finishing at 8pm.

Key working relationships

Internal

- Administration Team Leader
- Junior Service Manager
- Clinic Manager
- Deputy General Manager
- Medical team
- Nursing team
- Wellbeing team
- Staff at all levels within the organisation

External

- Service users
- GPs and other healthcare professionals

Job Summary

Roles and responsibilities

- To receive all patients and other visitors into the department in a professional, polite and friendly manner.
- To contact, provide advice to, and liaise with all TransPlus service users and external organisations in a professional, polite and friendly manner.
- To advise patients of current and approximate waiting times in liaison with nursing and medical team and ensure patients are made aware of any relevant information.
- When on reception, update pt. DNA's and attend patients using the Cerner, and GUM EPR systems.
- To enter all new patients' full details accurately onto appropriate systems.
- To be responsible for maintaining accurate patients' demographic detail and report any duplicate patient registrations to the SSC Support Services manager Care coordinator Manager.
- To manage all calls and emails efficiently and professionally within the identified performance standards.
- To accurately attend all TransPlus patients as a new, follow up, reschedule or rebook based on their last visit.
- To effectively diffuse difficult situations with patients and refer to the Junior Service Manager or Clinic Manager depending on location.
- To arrange and book any additional services that may be required by patients attending the clinic e.g. transport or interpreting services.
- To maintain patient confidentiality at all times, keeping patients' information private and only allowing access to it by authorised staff.
- Responsible for ensuring that all TransPlus clinics are encountered, and RTT outcomes are recorded.
- To utilise and manage the patient appointment reminder system.
- To take part in audits of outpatient activity as required.
- Undertake other administration and reception duties at the discretion of the Junior Service Manager and Clinic Manager.
- Contribute to Service development of the HIV/GUM Directorate e.g. being involved in multi-disciplinary audit/development groups.

General

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Person specification

| | |
|------------------|------------------------------------|
| Job title | TransPlus Patient Care Coordinator |
| Band | 3 |
| Division | Specialist Care Division |

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential

D = desirable

Trust values

| | |
|----------------------------------|----------|
| Putting patients first | E |
| Responsive to patients and staff | E |
| Open and honest | E |
| Unfailingly kind | E |
| Determined to develop | E |

Education and qualifications

| | |
|--|----------|
| Excellent standard of spoken and written English | E |
| Recognised qualification in Customer Care NVQ level 3 or relevant experience | E |

Experience

| | |
|---|----------|
| Experience of working with the general public in a customer facing or administrative role | E |
| Accurate computer data entry skills | E |
| Clerical/ reception/ administration experience | E |
| Experience of working as part of a team. | E |
| Experience of working in Sexual Health/ HIV | D |
| Previous experience of working within a health care setting and using NHS information/ IT systems | D |

Skills and knowledge

| | |
|--|---|
| Excellent telephone skills | E |
| Excellent keyboard and IT skills including use of Outlook, Word and Excel | E |
| Excellent communication and interpersonal skills | E |
| Knowledge of the needs of LGBTQI+ service users | E |
| Understanding of need for confidentiality and information governance in a health care environment particularly in an HIV/GUM setting | E |
| To be able to manage difficult situations | E |
| Able to prioritise workload | E |
| Worked previously in an NHS outpatient area or an equivalent NHS setting such as Primary care | D |
| Experience of working with patients in an NHS setting | D |
| Able to be confident and professional when dealing with patients behaviour | D |
| Familiar with NHS computer appointment and booking systems | D |

Personal qualities

| | |
|--|---|
| Non-judgmental attitude | E |
| To be able to work on own initiative and within a team | E |
| Willingness to work flexibly within a team | E |
| Ability to work under pressure and to a schedule | E |
| Punctual and committed | E |
| Demonstrable behaviour that reflects the values of the Trust | E |



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NHS Foundation Trust

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