
JOB DESCRIPTION – BOOKING AND SCHEDULING COORDINATOR

Job Details

Division:	Various divisions
Base:	Various locations across the Manchester University NHS Foundation Trust
Hours:	Full time or part time
Band/Grade:	Band 3
Reports to	Various dependent on department appointed to

Job Purpose

To provide an efficient and high-quality booking and scheduling patient service to meet the requirements of the department / hospital and the Trust in achieving its key access targets. The post holder will be expected to liaise with patients, senior clinical staff, outpatient staff and managers on the maintenance of services ensuring that accurate information is provided to patients via clinic letters whilst working to national access targets.

The postholder may also be asked to undertake any other duties which is deemed appropriate to the band when requested by Senior Staff which may include other administration and communication to support the booking and scheduling function.

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.

Role and responsibilities

The role and responsibilities of a Booking and Scheduling Coordinator may vary depending on the department or hospital that an individual is employed to work in but are broadly as follows - to manage waiting lists and rebooking lists to ensure that appointments are allocated to patients in accordance with the current policies and timescale targets.

1. To ensure that all patient appointments are booked via the telephone following the Gold Standard for booking and scheduling and using the agreed telephone scripts and the agreed protocols relating to always calling patients and that patient choice and access needs are adhered to
2. To support with the full utilisation of patient appointments in the department / hospital they are allocated to
3. Ensure appointment bookings are recorded and maintained using the Trust's IT systems to monitor waiting times and within the parameters of the clinic schedules and that any potential booking difficulties are dealt with appropriately
4. To complete any required reminder calls to assist with the reduction in the number of patients who do not attend their appointment

5. To support patients who wish to change or cancel their appointments or admission date, actioning in a timely and accurate manner
6. To ensure that any appropriate confirmation letters are sent to patients with information regarding their appointment time, date and location and include any relevant preparation that may be required
7. To ensure that instances where a patient does not attend for their booked appointment are actioned in line with the Trust's Access Policy
8. Be responsible for removing patients from waiting lists when appropriate and advising GP/Referrer and patient when applicable
9. Be responsible for ensuring the effective use of slot types and ensure that lists are full and that they are in order of patient's medical requirements and in accordance with the Trust/Directorate Policy
10. To work closely with other services to support the creation, maintain and remove Outpatient Clinic Templates in line with service delivery and the Directory of Services. Ensuring agreed outpatient clinics and clinic slots are available in Choose and Book (e-Referrals)
11. Action any notified cancellations, reductions or template changes as appropriate and ensure patients are placed on appropriate lists, escalating to the senior colleagues any issues regarding capacity, short notice additions or cancellations at the earliest opportunity
12. Undertake to liaise with other disciplines of staff and departments including clinicians, CCG's and GPs and highlight any issues in a professional manner
13. Monitor and update trackers and perform all tracking duties required
14. Update 18-week information as required and ensure that patients are seen in accordance with agreed targets
15. Maintain high standards of data quality in all aspects of the role
16. Follow the agreed guidelines for the booking of interpreter services and patient transport services
17. Comply with all departmental processes and policies
18. Comply with all Trust Policies including confidentiality and management instructions regarding Health and Safety and Fire Prevention to protect the individual and their colleagues
19. Undertake any other duties as requested by the Line Manager to ensure the smooth running of the Department

Training

The following training will be provided to assist the post holder in the successful delivery of their responsibilities:

Training to use the Hive, Patient Administration System (PAS), Choose and Book (e-Referrals) and any other computerised system installed within the Trust.

The post holder will also be required to:

1. Undertake to attend relevant training courses internal and external and participate in the Personal Development Process (PDP)

2. Take responsibility for pursuing their own development in accordance with an agreed Personal Development Plan
3. Assist in the training, coaching and mentoring of other members of staff and participate in the orientation of new staff
4. Attend all mandatory training and update sessions including Manual Handling and Fire Lectures
5. Participate in creating an environment conducive to the acquisition of further knowledge and skills

Communication

The post holder will:

1. Undertake to always act in a professional and polite manner, maintaining high levels of customer care
2. Maintain good relationships, communicating with all disciplines within the Trust
3. Maintain good relationships and effective communicative with patients, relatives and carers and resolving patient concerns using negotiation, listening and “call control” skills
4. Actively participate in the department and in other group meetings

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 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 (HCAs) 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.

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interest, and other requirements, which the post holder required to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Recognised educational standard in Maths or English. and or Knowledge Skills and experience 	<ul style="list-style-type: none"> Microsoft office qualifications 	Application Form References Interview Other
EXPERIENCE	<ul style="list-style-type: none"> Able to proficiently use Microsoft office packages Previous experience of working within a team and alone Previous experience of working / volunteering in a booking contact centre environment or similar customer care environment Able to work unsupervised for short to medium periods of time 	<ul style="list-style-type: none"> Booking and scheduling experience Recent experience of working in a capacity and demand target driven service 	Application Form References Interview Other
SKILLS / KNOWLEDGE	<ul style="list-style-type: none"> Computer literacy in order to transfer information onto a computer system and standard departmental documents Excellent interpersonal skills and communication skills in order to deal with a wide range of NHS staff/patients on the telephone and face to face using tact, empathy, and negotiating skills 	<ul style="list-style-type: none"> Excellent knowledge of administrative procedures including scheduling 	Application Form References Interview Other

	<ul style="list-style-type: none"> • To demonstrate the ability to work to short timescales as and when required to provide an efficient and timely service • Able to interpret and analyse data • Be able to prioritise own workload • Be able to use initiative in planning daily tasks • 		
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> • Flexible approach to working patterns including weekends and bank holidays if necessary (prior notice would be given) • To work additional hours to meet the demands of the service if required • Maintaining confidentiality at all times • Maintaining Health and Safety in the workplace at all times • Maintaining equality, diversity and inclusion at all times • Escalation of any issues or concerns to senior management 	<p>Any second languages</p>	<p>Application Form References Interview Other</p>