

JOB DESCRIPTION

SECTION 1 POST DETAILS	
JOB TITLE:	Patient Services Team Leader
PAYBAND:	4
SECTION 2 POST DETAILS	
DIRECTORATE	Operations Directorate
DEPARTMENT:	Administrative Services
REPORTS TO:	Assistant Service Manager
RESPONSIBLE TO:	Assistant Service Manager
JOB SUMMARY:	<p>Provides day to day management for an administration team under the guidance of the Assistant Service Manager. Ensure that the data quality of the team is maintained and improved where necessary.</p> <p>Follow the standard procedures to ensure that all patients access appointments and treatments timely and accurately to maximise the patient's journey and reduce waiting times.</p>

SECTION 3 KEY RESPONSIBILITIES	
1. Communication	
<p>Undertakes regular briefing sessions with the teams to ensure that the communication channels are effective. Communicates work procedures with team and undertakes thorough induction for new starters. As part of the line management, motivates and promotes effective team and cross team working. Advises and liaises with clinical or administrative staff at all levels across the Trust to support the booking of patient's appointments and treatments whilst maintaining data quality. To attend meetings as requested both with the Assistant Service Manager and in their absence. Deals with patient complaints regarding breakdowns in administrative processes. This can be face to face or via telephone. Tact and diplomacy will be essential in handling staff performance or disciplinary issues. Act as first line contact for the Cancer Waits team, to amend appointments if required and liase with the teams that would be affected. To liase and report weekly to the Cancer Waits Team, via the relevant meeting. To communicate through different mediums and the ability to alter communication style depending who the recipient is key.</p>	
2. Analytical and Judgement Skills	
<p>To address and resolve any unusual requests with regards to the scheduling of patient appointments or treatments within an appropriate timescale and ensuring that capacity is managed effectively across all areas, escalating when required. Ensure that all patient treatments are prescribed in a timely manner to prevent any delays to patients treatment. Act as a first line support for operational issues, eg management of urgent / routine workloads, taking appropriate action, escalating where appropriate to the Assistant Service Manager. Receive regular reports on data quality queries and analyse appropriate remedial action where necessary, highlighting any performance issues within the department. To be aware of the</p>	

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processes and the timescales associated with specific treatment techniques so that bookings are made in sequence. Using judgement to assign appointment times to minimise the patient journey and not breach government targets. Ensure all administrative tasks are completed and support the clinical procedure. Manage the delayed patients in the waiting list, this involves liaising with radiotherapy and chemotherapy personnel. Using gained knowledge, arrange the patient treatments allowing for the availability of equipment, clinical and other resources.

3. Planning and Organisational Skills

Responsible for completion of rota for the admin team. Manages and plans the allocation of workload for the team. Sets priorities and objectives for team. Manages own workload and works independently, allowing for urgent issues to be dealt with as a priority. To co-ordinate and manage bookings for Bank Holiday compensatory working days and equipment service days. Liaise with clinicians over changes required during holiday periods. Cover for the other Patient Services Team Leaders where appropriate and deputise, where appropriate, in the absence of the Assistant Service Manager. Provide specific administrative support to the Assistant Service Manager.

4. Physical Skills

Regularly input data onto the computerised Patient Administration System using keyboard skills using a high level of speed and accuracy in a busy environment. Assists with the movement of case notes across the department, using equipment supplied as appropriate, ie case note trolleys.

5. Responsibility for Patient and Client Care

To provide advice and guidance to patients and their representatives on non-clinical issues e.g. to resolve demographic queries, patient complaints or confirmation of appointments. To refer patients to an appropriate clinical member of the team when required.

6. Responsibility for Policy and Service Development

Proposes changes to relevant policies and procedures to reflect current practice. Suggest areas where a service improvement would benefit patients. Ensures changes to practice or policies are implemented within own area.

7. Responsibility for Financial and Physical Resources

Responsible for the safe and efficient use of office equipment. Approves the stationery orders placed by the team to ensure they are appropriate and in line with the department requirements. Approves and actions staff overtime sheets. To ensure planning appointments are booked appropriately, to fully utilise the equipment available and to contribute to ensure target dates are not exceeded resulting in a financial penalty towards the trust..

8. Responsibility for Human Resources

Day to day line management responsibility for a team of admin staff, which includes recruitment, monitoring of annual leave and sickness levels up to and including formal stage 2, performance management and PADR's. Encouraging change management throughout the department. Promotes continuing professional development for the team to ensure staff are effectively trained and equipped for their roles. Ensure the provision of on the job training for administration staff across within own area.

9. Responsibility for Information Resource

To input into the patient administration system with the highest degree of accuracy at all times. Amends and updates the patient record both paper and electronic ensuring it is maintained according to the local and national guidance. Input and retrieve information from multiple software systems relating to appointment and transport bookings. To maintain accuracy for all software system with regards to

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patient's appointments. To navigate all available software for patient details to ensure the patient is booked appropriately for treatment with the correct length of appointment time and within the correct timeframe. Maintain patient lists for own area so as to ensure patients are not lost to follow up or experience delays. To interrogate systems identifying what investigative procedures have taken place at other centres to aid patients treatment. To report any issue with any of the systems as and when required to the systems administrators.

10. Responsibility for Research and Development

Undertakes audits in line with the agreed audit schedule to monitor the effectiveness of processes with the department, suggesting improvements where appropriate.

To liaise with the R&D team appointments for patient's techniques that are under Trial protocols.

11. Freedom to Act

Manage own workload, referring to agreed departmental and Trust – wide policies and procedures where necessary. Advice and support is available from the Assistant Service Manager, as appropriate. Utilising knowledge of policies to adjust actions to meet the needs of the patients and staff within the department or ambulance service. Take responsibility for patient treatment lists to ensure all patients are booked appropriately.

12. Physical Effort

Will involve a combination of sitting for long periods of time inputting at a keyboard, dealing with patient enquiries both face to face and on the telephone. Handling patient case notes whilst sorting and filing records. To identify any possible hazard, fault or defect and take the appropriate action within the appropriate timescale to minimise risk to patients, public and staff

13. Mental Effort

There will be conflicting demands arising from staff management and the other duties in this post, such as re-writing rotas and rescheduling workload across the team due to absence. There may be the frequent requirement to switch tasks where necessary to respond to these demands immediately and ensure that all duties are carried out within agreed timescales. To concentrate for long periods of time when scheduling and rescheduling multiple resources required for patients attending for treatment.

14. Emotional Effort

As this is an operational role, there will be occasions when the postholder will be exposed to distressing situations, either over the telephone or face to face. Tact and diplomacy will also essential in dealing with staff performance or disciplinary issues.

15. Working Conditions

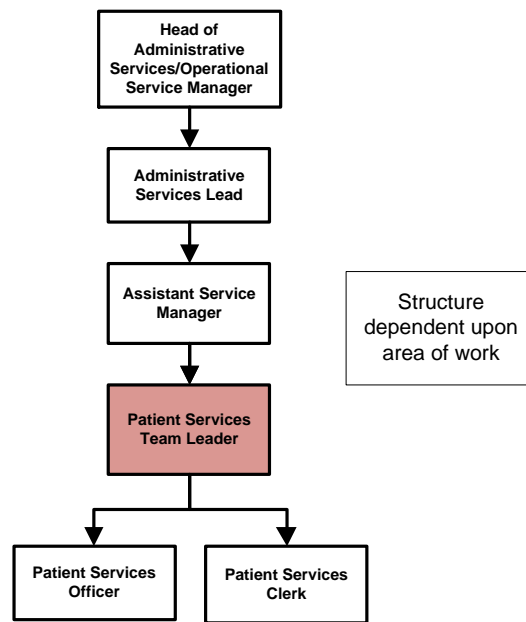
Lengthy times at VDU. Some exposure to dusty and compact conditions in notes room. May deal with verbal aggression directly or via phone.

This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical key responsibilities of the post. It may be reviewed from time to time to ensure that it relates to the job as then being performed, or to incorporate required changes. This process will be conducted in consultation with the post holder in line with the Trust Job Evaluation Policy and Process.

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Departmental Organisation Chart

Please copy and paste your departmental organisation chart here, indicating this post clearly within the organisational chart.



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SECTION 4

1. Organisational Values, Behaviours, Vision and Mission

The Clatterbridge Cancer Centre, NHS Foundation Trust has established Values and Behaviours which support the Trust Vision *'to provide the best cancer care to the people we serve'* and our Mission *'to improve health and wellbeing through compassionate, safe and effective cancer care'* which you are required to demonstrate throughout your employment.

In order to deliver the Vision and Mission, the Trust has set out the following Values and Behaviours which are at the heart of what the Trust do and you must be able to demonstrate these in your day to day approach to work, these are:

- Putting people first
- Achieving excellence
- Passionate about what we do
- Always improving our care
- Looking to the future

2. Health and Safety

The Trust will take reasonably practical steps to ensure your health, safety and wellbeing at work. You must familiarise yourself with Trust health and safety policies. It is your legal duty to take care for your own health and safety as well as that of others.

3. Infection Control

All employees are expected to follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic technique and to be aware of and follow all Trust infection control guidelines and procedures relevant to their work.

4. Equality and Diversity

All employees must demonstrate a positive attitude to the Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation and will treat patients, colleagues and members of the public with dignity and respect.

5. Competency of Health Professionals

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in continuing professional development.

6. Partnership

To work in partnership to achieve Trust objectives and promote a culture of working together through good communications, openness and honesty.

7. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection. You must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trust's child protection and safeguarding procedures.

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the DBS. All staff required to have a DBS disclosure for their post will undergo a check every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

8. Mandatory Training

Mandatory training relates to information and/or training regarding the management of general and specific risk. All staff are required to attend mandatory training which is relevant to their role as identified in the Trust's risk management mandatory training matrix.

9. Data Protection, Information Security and Confidentiality

There are several Trust policies relating to data protection, information security and a Code of Conduct for the handling of person identifiable information. All staff must protect the Trust's information, information assets, systems and infrastructure. During the course of your employment you may have access to, see or hear information of a confidential nature. You are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should only be disclosed to authorised

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<p>people in accordance with NHS confidentiality guidelines (Caldicott) and the Data Protection Act 2018, unless explicit written consent is given by the person identified or where information sharing protocols exist. Any failure to comply with this term of your employment will be treated as an act of misconduct under the Trust Disciplinary Policy. Staff must maintain their knowledge of the principles of data protection and information security.</p>
<p>10. Code of Conduct As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's Disciplinary Policy) up to and including dismissal. In addition, managers are required to carry out their duties in a manner which complies with the code of conduct for NHS Managers Directions 2002.</p>
<p>11. Research Governance Research and development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.</p>
<p>12. Smoking The Trust is a smoke free site and therefore smoking is not permitted anywhere on the Trust site (this includes electronic smoking devices). Employees are not permitted to leave the Trust site to smoke during their contractual hours except during localised agreed breaks. If staff smoke off site, uniforms and any Trust identification must be fully covered to ensure that they cannot be recognised as Trust staff.</p>
<p>13. Travel Requirements In line with business needs and requirements of the post you must be able to demonstrate potential travel requirements.</p>
<p>14. On-call The post may require you to participate in an on-call rota. In these circumstances your line manager will inform you of the pattern and regularity of this commitment and reimbursement will be in line with Trust terms and conditions.</p>

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Person Specification

SECTION 5 PERSON SPECIFICATION		
	Essential	Desirable
Qualifications:	Good standard of education NVQ level 4 in administrative or equivalent experience ECDL or equivalent experience	EDCL Certificate. Evidence of continuing professional development
Knowledge and Expertise:	Knowledge of a full range of administrative systems Clear understanding of the statutory targets associated with patient pathways Knowledge and understanding of medical and oncological terminology as well as anatomy and physiology Knowledge of data protection legislation	Knowledge of NHS and experience in using and delivering modernisation methodology Understanding of treatment procedures to support effective scheduling
Experience:	Relevant experience in the NHS or equivalent healthcare setting Experience of leading and motivating a team Proven ability to problem solve and make decisions Experience of working under pressure and managing a demanding workload in a performance driven environment	Relevant experience in the NHS or equivalent healthcare setting Proven ability to problem solve and make decisions Experience of working under pressure and managing a demanding workload in a performance driven environment
Key Skills and Attributes:	Able to demonstrate the Trust core values and behaviours in day to day approach to work. Able to demonstrate potential travel requirements in line with business needs. Proven team player	Calm under pressure To be flexible and able to multi-task. To be empathetic to patient's circumstances

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The Clatterbridge
Cancer Centre
NHS Foundation Trust

	Proven organisational skills Excellent verbal and written skills	
Work Related Circumstances	Will be required to attend meetings off site and visit peripheral clinics The post may involve travel across numerous sites	

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