

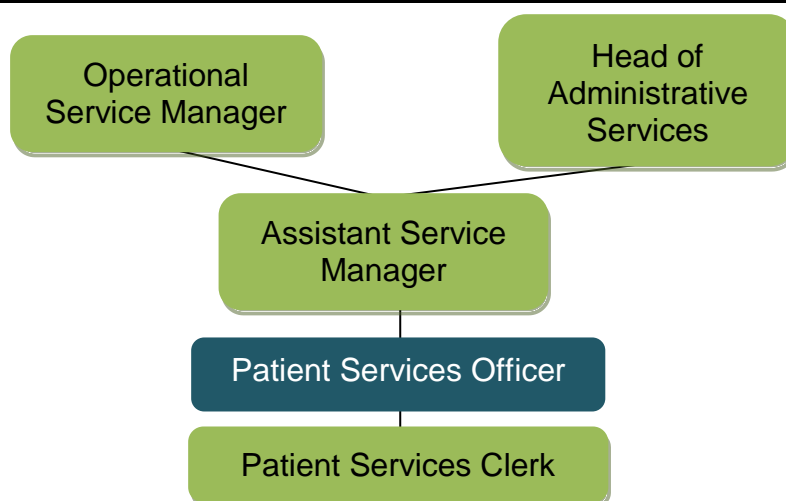
JOB DESCRIPTION

SECTION 1: POST DETAILS	
JOB TITLE:	Patient Services Officer
PAYBAND:	3
SECTION 2: POST DETAILS	
DIRECTORATE:	Corporate
DEPARTMENT:	Administrative Services
ACCOUNTABLE TO:	Assistant Service Manager
REPORTS TO:	Assistant Service Manager
RESPONSIBLE TO:	Assistant Service Manager
JOB SUMMARY:	<p>The Patient Services Officer role is a varied role which spans a number of different work areas. The tasks below describe the type of duties appropriate for the role; however, depending on where the postholder is placed, not all of the tasks may be carried out.</p> <ul style="list-style-type: none"> The postholder may undertake duties within a discrete and specialist area of the administrative function which supports the patient's journey throughout the Trust. Such work may involve data collection or data processing. The post holder may supervise and co-ordinate the activities of a team of clerical staff, providing first line supervision in respect of induction, training, workload distribution and arranging appropriate annual leave and sickness cover, preparing work rotas, or deputising for the Assistant Service Manager in their absence when required Ensure an efficient service is provided whilst optimising the use of resources. Arrange the booking of all appointments using multiple systems. These appointments may be complex in nature and cover a period of treatment where there will be multiple health professionals involved in the patient's care. Significant judgement is required to ensure they are booked appropriately and in the correct sequence in accordance with agreed requirements and protocols. Prepare the patient's electronic or paper case note in advance of appointments and following the patient's attendance, in accordance with agreed standards, using scanning equipment where necessary. Manage all relevant enquiries from patients, relatives, GP's etc., ensuring that any issues are escalated where necessary. Arranging distribution of correspondence as necessary so as to maximise the care of patients who attend the Trust's clinics.

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- Deal with any difficulties relating to the clinics, referring to a higher level if required, making suggestions for improvement.
- Ensure that all activity and data is recorded accurately and promptly into the EPR, raising any issues with the Assistant Service Manager.
- Follow the standard procedures to ensure that all treatments are prescribed timely and correctly to avoid any delays to patient's treatment, escalating when necessary.

SECTION 3: DEPARTMENTAL ORGANISATION CHART



SECTION 4: KEY RESPONSIBILITIES

1. Communication and Relationship Skills

- To supervise in conjunction with the Assistant Service Manager the multi complex outpatient services ensuring all appropriate resources are involved, including highlighting deficiencies and taking appropriate action to ensure activity achieves national standards whilst allocating own staff to maximise effectiveness.
- To exercise independent judgement when dealing with patient and staff enquiries and problems. Analysing and resolving where possible.
- To ensure good communications and effective relationships are maintained both within the clerical team and other health professionals internal and external to the Trust in order to provide an effective service.
- To attend meetings as requested both with the Assistant Service Manager and in their absence.
- Foster links between patients and their key workers and specialist nurses.

2. Knowledge, Training and Experience

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- Working knowledge of PAS and other CCC-specific patient – related systems, as well as a thorough understanding of data protection and other legislative issues relevant to the efficient handling of patient information.
- Good working knowledge of CCC Human Resource policies and procedures so as to ensure team members are advised accordingly.

3. Analytical and Judgemental Skills

- To forecast future outpatient activity to determine whether national standards will be achieved within appropriate timescales, make a judgement on corrective action and adjust accordingly.
- Receive and review information regarding the patient and input it into the patient record or specific database, investigating and rectifying data quality issues.
- Provides advice and guidance to team members on operational procedures. Judges appropriate staffing levels and approve leave requests, escalating where appropriate to the Assistant Service Manager.
- To judge when to inform the manager of any urgent patient related actions.
- Act as a first line support for operational issues, e.g. management of urgent / routine workloads, taking appropriate action, escalating where appropriate to the Assistant Service Manager.
- Ordering investigations and requesting tests with requisite supervision.

4. Planning and Organisational Skills

- Allocates work to the clerical team, ensuring that cover is appropriate, escalating issues when necessary to the Assistant Service Manager.
- To judge when to inform the Assistant Service Manager for any patient related issues.
- To organise the work rotas for the team.

5. 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.
- Manual handling required to lift and reach for case notes.

6. Responsibility for Patient / Client Care

- To provide advice and guidance to patients and relatives on non-clinical issues, for example directions or information about facilities available.
- Providing complex, but non clinical information to patients.
- To act as a point of contact for patients, providing complex but non clinical information to patients, signposting them to the relevant services. Coordinating care to ensure seamless patient pathway.
- Is able to resolve non-clinical patient related queries such as information of appointments, ensuring that an additional accessible communication needs are captured and ordered.

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- To assist in the preparation of clinics and covering the reception desk, should the office be short staffed.
- To observe the welfare of the patients in the waiting or reception area and report and act upon any concerns.
- To handle telephone calls and respond appropriately when dealing with patient queries, ensuring clear messages are taken when required and refer on to appropriate personnel.
- Must act with compassion and empathy when dealing with patients and their families.

7. Responsibility for Policy / Service Development

- To ensure clerical team are aware of and follow CCC policy and procedures at all times.
- Suggest improvements to and assist in developing the clerical function within the Trust.
- With the support of the Assistant Service Manager the post holder will develop policies / procedures for the team.

8. Responsibility for Financial and Physical Resources

- To have an understanding and awareness of financial Constraints. Order and maintain stocks of stationery or handle small payments for reimbursement of patient travel expenses.
- Approve timesheets for additional hours following instruction from the Assistant Service Manager
- Update the time records for those staff who use the time-recording flexi system for the Trust

9. Responsibility for Human Resources

- To Support the Assistant Service Manager in being responsible for Human Resources in respect to; day to day co-ordination and work planning and allocation; checking and evaluation of work; identifying training needs; teaching and inducting staff; also personnel functions such as recruitment, discipline, appraisal, performing initial absence return to work meetings, motivating and local implementation of HR initiatives.
- To assist the Assistant Service Manager in the recruitment and retention of staff. Including induction and training.
- To ensure that the clerical service is adequately staff at all times, organising working hours / leave effectively.
- Implement Trust policies and local Directorate policies for own area and participate in the formulation of Directorate and Trust policies.

10. Responsibility for Information Resources

- To input into the patient administration system or database with the highest degree of accuracy at all times. There may be a requirement to extract information/run reports from databases in support of the effective running of the service
- To maintain the patients electronic and paper record in accordance with the procedure agreed and to ensure that this is reiterated and practiced across the departments and Trust.

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11. Responsibility for Research and Development

- Assist the collection of data in preparation for the departmental audits.
- To monitor the effectiveness of improvements made within the team or the department and assist in implementing changes where necessary.

12. Freedom to Act

- To work independently and manage own workload after full induction and on the job training.
- Provides advice to team members and staff across the Trust and deals with enquiries, guided by Trust policies and procedures. May suggest amendments to operational procedures.

13. Physical Effort

- Based within a working clinical area, combination of standing, sitting, walking.
- Will be required to handle casenotes/push trolleys frequently which will require moderate 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.
- The post holder may be required to travel across sites.

14. Mental Effort

- Due to the dual aspect of the role, there will be conflicting demands from staff supervision and covering members of the admin team, this will require judgement and prioritisation where necessary.
- There may be interruptions to the flow of work e.g. telephones must be answered.
- There is a requirement to ensure that all admin tasks are performed to the highest of standards which requires a high degree of attention to detail and the ability to follow instructions from both clinical and non-clinical staff.

15. Emotional Effort

- The work at CCC often entails exposure to anxious and distressed patient's, there may be occasions when staff take calls from patients when this is the case.
- Dealing with cancer patients and their carers expected to be the first contact with the patients as they enter the building.
- Frequent contact with distressing or emotional situations.
- Exposure to details of patients challenging circumstances though matters disclosed to them verbally, required listening and escalating appropriately.
- Dealing with patients who maybe distressed, difficult or angry when not able to provide the desired appointments or mode of transport.
- May be expected to support staff through emotionally challenging situations

16. Working Conditions

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- May deal with verbal aggression directly or via phone.
- On a daily basis be exposed to a VDU on a number of occasions.
- Some exposure to dusty and compact conditions in filing area. Frequent use of ladders in filing area.
- Departmental based with some travel to provide cover at clinics across the HUBS.

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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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. Information Security and Confidentiality

There are several Trust policies relating to information security and a Code of Conduct for the handling of person identifiable information. All staff must protect the Trust's 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 people in accordance with NHS confidentiality guidelines (Caldicott) and the Data Protection Act 1998, 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

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will be treated as an act of misconduct under the Trust Disciplinary Policy. Staff must maintain their knowledge of the principles of information security.

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.

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.

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.

13. Travel Requirements

In line with business needs and requirements of the post you must be able to demonstrate potential travel requirements.

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.

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Person Specification

SECTION 5 PERSON SPECIFICATION		
	Essential	Desirable
Qualifications:	NVQ 3 qualification in customer service/ administrative services or Advanced Certificate of Technical Competence (Institute of Health Records and Information Management) or equivalent. Good standard of general education or equivalent experience. Must be computer literate eg ECDL or equivalent experience	
Knowledge and Expertise:	Knowledge of a range of administration systems acquired through experience and qualification Confidentiality and Data Protection legislation Knowledge of team building/training techniques	
Experience:	Previous experience in an office environment	Previous staff/team management experience Front of house experience in a customer service area
Key Skills and Attributes:	Proven team player Ability to motivate and encourage staff Proven organisation/time management skills Excellent verbal and written skills Ability to apply initiative and good sense in problem solving. Professional attitude	

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Work Related Circumstances	<p>Able to demonstrate the Trust core values and behaviours in day to day approach to work</p> <p>May be required to travel between sites</p> <p>As part of a wider administrative team, may be required to cover for colleagues in other areas</p>	
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Additional Information for Job Matching Process

Please submit this form with your Job Evaluation Form, Job Description and Person Specification in order to assist the panel in successfully matching your post.

Physical Skills:	<p>Please indicate the physical skills required to fulfil this post.</p> <p>The JE Handbook states - <i>this factor measures the physical skills required to fulfil the job duties. It takes into account hand-eye coordination, sensory skills (sight, hearing, touch, taste, and smell), dexterity, manipulation, requirements for speed and accuracy, keyboard and driving skills.</i></p>
Physical Effort:	<p>Please indicate the physical effort involved in this post.</p> <p>The JE Handbook states – <i>this factor measure the nature, level, frequency and duration of the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space.</i></p>
Mental Effort:	<p>Please indicate the mental effort required for this post.</p> <p>The JE Handbook states – <i>this factor measures the nature, level, frequency and duration of the mental effort required for the job (e.g. concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines).</i></p>
Emotional Effort:	<p>Please indicate the emotional effort involved in this post.</p> <p>The JE Handbook states – <i>this factor measures the nature, level, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.</i></p>
Working Conditions:	<p>Please indicate the working conditions/environment for this post.</p> <p>The JE Handbook states – <i>this factor measures the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (even with the strictest health and safety controls) such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives and carers.</i></p>

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