

Job Description



South Tees Hospitals
NHS Foundation Trust

Role Details	
Job Title	Scheduling Assistant (Radiotherapy & Chemotherapy)
Band	Band 3
Department/Service	Radiotherapy/Oncology

Organisational Relationships:	
Responsible to:	Computer system manager
Accountable to:	General manager/Radiotherapy services manager
Professionally Accountable to:	
Responsible for:	

Organisational Chart:
<div><div>Service manager</div><div>↓</div><div>General manager/Radiotherapy services manager</div><div>↓</div><div>Computer system manager</div><div>↓</div><div>Scheduling Assistant (Radiotherapy & Chemotherapy)</div></div>

Job Summary/ Role:

The purpose of this role is to support the radiotherapy & chemotherapy functions by undertaking diverse administrative tasks to the highest of professional standards, working with

Medical, Radiographers, Physics, Nursing, and clerical & support staff within the department, and throughout the organisation, to ensure optimum patient care.

This is a key role within the Oncology directorate, responsible for providing support across a range of administrative functions within the directorate. The post holder will be responsible for booking and agreeing a range of pre-treatment and treatment appointments for all NHS and private patients requiring Radiotherapy and/or Chemotherapy. The post holder will need to request and source patient notes, imaging reports, treatment sheets, blood results and other CT scanner relevant documentation for CT and mould room appointments so that all information is available at the time of planning. The use of internal Trust systems is essential. The post holder is required to interpret referrals as to formulate the patient pathway, including sourcing relevant key information and making associated bookings of appointments and transport and communicating these to the patient. Other key tasks will include patient registration, booking outpatient appointments.

Key Relationships:

Directorate Service/Assistant Service Manager

Clinical Director

Radiotherapy Services manager

General manager

Lead Chemotherapy Nurse Consultant

Chemotherapy Day Unit Managers across both JCUH & Friarage

Pre-treatment/Treatment radiographers

Dosimetry staff

Medical Physics

External Providers i.e. Transport Providers, Tertiary Hospitals

Patients/carers/relatives

Medical secretaries and other clinical and non-clinical support staff

Core Functions:

The post holder will be required to rotate between Radiotherapy scheduling and chemotherapy scheduling to provide sustainability within the service and provide cross cover for colleagues in their absence. The post holder will be required to work flexibly to support the needs of the service and be aware that the department is operational between 8am and 6pm Monday to Friday. The post is based at The James Cook University Hospital.

The post holder will be required to demonstrate their developed physical skills to fulfil duties where there is a specific requirement for accuracy and speed, e.g. booking, cancelling and rescheduling of patients on Infoflex/MOSAIQ/Chemocare, ensuring no patient is given an appointment on occasions when a treatment resource (such as Linear Accelerator or chemotherapy chair) is unavailable, with guidance - as necessary - from the pre-treatment/treatment managers or other appropriate clinical staff.

In this role, there is a frequent requirement for the post holder to sit in a restricted position for a substantial proportion of the working time as a key task will involve inputting at a keyboard, making and receiving telephone calls in respect or scheduling patient appointments.

The post holder will frequently be required to concentrate, as their main task will be ensuring patient details are entered correctly onto the booking system, patient appointments are accurately scheduled, and all data is correctly uploaded. Their work will occur in an environment where there are diverse, unpredictable, and competing demands.

Administrative Responsibilities

The post holder will be required to carry out the following tasks:

To request and source patient notes.

Ensure all patients are registered onto the Trust cancer database (Infoflex) and also radiotherapy (MOSAIQ) and chemotherapy (ChemoCare) systems, ensuring that appointments are booked in accordance with national cancer waiting times & departmental protocols.

Answer calls, gathering required information, liaising with appropriate staff groups i.e. cancer services/oncology tracking team, Nursing staff, CT and dosimetry staff.

Book and generate patient appointment letters, liaising with hospital transport providers to ensure patients are provided with an efficient service.

Develop robust and effective communications with patients/carers and other staff.

Have a thorough understanding of National Cancer Waiting Times and ensure patients are booked in accordance to adhere to these standards.

Ensure any pre-treatment diagnostics/tests are carried out in a timely manner and escalate where needed to avoid any patient pathway treatment delays.

Participation in ChemoCare testing upgrades.

Attend meetings (i.e. ChemoCare user group) as a representative from the scheduling team and feedback to the wider team.

	<p>Support oncology ChemoCare scheduling at Friarage during periods of sickness and annual leave.</p> <p>Attendance at team meetings within directorate.</p> <p>A core function of the role will be the use of Trust and Departmental IT systems.</p>
Clinical Responsibilities	<p>The post holder will be responsible for providing and receiving routine information which requires tact or persuasive skills where there are barriers to understanding, e.g. liaison with members of the wider radiotherapy/chemotherapy team regarding booking patients effectively and efficiently; daily telephone contact and face-to-face contact with cancer patients and their families in respect of scheduling a series of appointments, which requires the post holder to be receptive to the patients concerns, liaising with outside trusts to retrieve previous treatment details.</p> <p>The post holder will be required to provide non-clinical advice and guidance to patients and relatives face-to-face, or via the telephone whilst booking treatment appointments and hospital transport or working on the reception desk.</p>
Management and Leadership Responsibilities	<p>Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement.</p> <p>The post holder will be guided by Standard Operating Procedures (SOP), good practice, established precedents and understand what results or standards are to be achieved. A Superintendent Radiographer or Senior Chemotherapy Nurse/Manager staff member will be available for reference if required.</p>
Policy and Service Development	<p>The post holder will be expected to follow the policies which are determined by the departmental and hospital management teams. These will be set out in procedures, protocol and work instructions among other documents and will be updated periodically. They will be expected to comment on policies, procedures or possible developments being managed by colleagues.</p> <p>Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement. Champion and lead quality improvement initiatives across your immediate team and within your service.</p> <p>The post holder will be responsible for entering information for each patient they book onto the Radiotherapy departmental database in a timely manner, thus allowing this information to be used to monitor and collect data to produce monthly statistical analysis for the Radiotherapy Services Manager, Finance Department, or ad hoc reports as required.</p>

Research and Audit Responsibilities	<p>Champion and lead quality improvement initiatives across your immediate team and within your service.</p> <p>The post holder will be required to be assertive and take a proactive approach in order to ensure patients are scheduled within national waiting times. This may be evidenced by the post holder interpreting referral information and liaising with the appropriate staff and/or manager when co-ordinating an urgent referral booking, or when collecting and collating patient records for treatment preparation.</p> <p>The post holder will be required to undertake surveys or audits, as necessary, within their own work environments, e.g. to test effectiveness of new procedures and complete surveys, e.g. staff surveys.</p>
Managing Resources Responsibilities	<p>The post holder will be expected to plan and organise straightforward tasks, activities, or programmes, some of which will be on-going, such as the prioritisation of their own workload and that of other scheduling assistants to ensure all core and extended work tasks are adequately covered to meet the needs of the department. The post holder will be required, for example to provide lists of patients requiring transport to ambulance services and to liaise with medical secretaries to ensure all clinical information required for scanning is in place and prioritise the booking of appointments once referrals have been received.</p> <p>The job role involves direct contact with cancer patients (including patients with particularly distressing disease processes and/or side effects, and on palliative pathways) in a radiotherapy/chemotherapy department and, as such, frequent exposure to distressing or emotional circumstances will be required of the post holder.</p> <p>The post holder will occasionally be exposed to unpleasant working conditions, such as exposure to verbal aggression by angry patients or relatives via telephone.</p> <p>To ensure safe practice and to abide by best standards in health care, the post holder is personally accountable for their actions.</p> <p>In interacting with patients and clients you must:</p> <ul style="list-style-type: none"> ➤ Respect the patient or client as an individual. ➤ Protect confidential information. ➤ Co-operate with others in the team. ➤ Maintain your professional knowledge and competence. ➤ Be trustworthy. ➤ Act to identify and minimise risk to patients and clients. <p>These behaviours are based on the shared values of all the United Kingdom health care regulatory bodies.</p>

Education and Training	<p>The post holder will demonstrate their understanding of a range of routine work procedures which will require training or relevant experience, e.g. the post holder will be required to use the patient administration system (CaMIS), MOSAIQ(Radiotherapy-specific bookings system), ChemoCare (Chemotherapy scheduling) in order to book patient appointments, use the NHS Spine for patient demographics.</p> <p>The post holder will be required to have a good understanding of the patient treatment pathways within oncology.</p>
<i>The job description and duties may be subject to future review as the needs of the service change.</i>	

Person Specification

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Ability to communicate with wide range of people.</p> <p>Ability to work as a team member and work under own initiative.</p> <p>Attention to detail.</p> <p>Excellent telephone skills.</p> <p>Good organisations skills.</p> <p>Able to prioritise workload.</p> <p>Office experience.</p> <p>Experience in customer service/ working with the public.</p>	<p>Experience with Hospital IT systems</p> <p>Knowledge of Cancer Waiting Times.</p>	A/I
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>2 GCSE's 9-4, A-C or level 2 functional skills in Maths and English.</p> <p>NVQ 3 in relevant area or equivalent demonstrable experience.</p>	<p>Attendance at foundation improvement training and the new and aspiring leaders program within first year of role.</p> <p>Previous hospital or health service experience</p>	A/I
EXPERIENCE		
Essential	Desirable	Assessment Method
<p>Can cope with a wide range of people and stressful situations.</p> <p>An understanding of confidentiality issues.</p> <p>Good keyboard skills and computer literacy skills.</p>		

Friendly, approachable, and sympathetic manner.		
Demonstrable customer care skills.		
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
Ability to work autonomously and as part of a team.	Flexible with working hours	A/I
Flexibility, reliability, and initiative.		
Able to cope with deadlines.		

General Requirements:

Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the

appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

HR Use Only
Job Reference No:

APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos						
Lifting weights/objectives above 15 kilos						
Using equipment to lift, push or pull patients/objects						
Lifting heavy containers or equipment						
Running in an emergency						
Driving alone/with passengers/with goods						
Invasive surgical procedures						
Working at height or in a confined space						
Concentration to assess patients/analyse information						
Response to emergency situations						
To change plans and appointments/meetings depending on the needs of this role						
Clinical interventions						

Informing patients/family/carers of unwelcome news						
Caring for terminally ill patients						
Dealing with difficult family situations						
Caring for/working with patients with severely challenging behaviour						
Typing up of formal minutes/case conferences						
Clinical/hands on patient/client care						
Contacts with uncontained blood/bodily fluids						
Exposure to verbal aggression						
Exposure to physical aggression						
Exposure to unpleasant working conditions dust/dirt/fleas						
Exposure to harmful chemicals/radiation						
Attending the scene of an emergency						
Food preparation and handling						
Working on a computer for majority of work						
Use of road transport						

