

JOB DESCRIPTION

POST: Transplant Surgery Pathway Navigator DEPARTMENT: Transplant Outpatients

BAND: 3

HOURS PER WEEK: 20

REPORTS TO: Office Manager

WORK BASE: Transplant Outpatients

JOB PURPOSE

To offer an administrative service to the Transplant Outpatient Department.

The post holder will work collaboratively on a day-to-day basis with members of the admin team to ensure a smooth and efficient service.

KEY DUTIES AND RESPONSIBILITIES

- Extensive knowledge of RTT, ensuring that outpatient PTL's are correctly updated and patients are booked within the relevant timeframes
- Validation of patient pathways
- Managing inpatient bronchoscopy and biopsy waiting lists
- Monitoring clinic utilisation and escalating where clinics are overbooked or understaffed (reducing clinic templates for the period of absence, ensuring a manageable clinic and preventing patient delays).
- Co-ordination of visiting junior Doctors, attending clinics, ward rounds etc
- Secretarial and front desk/reception cover during annual leave and sickness
- Secretarial services, including typing correspondence and reports, including the transcription and management of audio sources, supporting the use of clinical and corporate systems and appropriate
- Sorting and distribution of mail
- Dealing with telephone calls of a confidential and sensitive nature
- Scheduling and processing referrals and inputting onto the relevant systems
- Liaising with different levels of staff, internally and externally
- Processing of referrals
- Reducing and cancelling of clinics, including acting when the appropriate notice has not been given for clinic cancellations and reductions, highlighting to management and request authorisation.
- Co-ordination of outpatients – ensuring that patients do not go over the required timeframe when awaiting bloods. Liaising which patients leave the department to go for relevant investigations
- Arranging transportation for patients and specimens
- Chasing of urgent results as required
- Scanning of correspondence

- Escalating queries to the relevant persons
- Basic medical knowledge with regard to transplant patients
- Liaising with the ward with regard to patients being discharged, to ensure they are reviewed and investigations are arranged in the relevant timeframe
- Ensuring the medical team have requested relevant tests for patients attending clinics
- Updating databases to aid audits
- Ability to work unsupervised on own initiative when required
- This list is not exhaustive and you may be asked to complete tasks that are not included in this list

Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.

- Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- To undertake any other duties at the request of the line manager, which are commensurate with the role, including project work.
- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity
- Communicating (in relation to whom, what, how and the level of information that is communicated (for example; communication with colleagues to communicating in a hostile and emotive atmosphere. - and this is applicable to all below)
- Analysis and Judgment of patient queries
- Team leading/training of staff
- This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The post holder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

HEALTH AND SAFETY

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.

SAFEGUARDING

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

SECURITY

The post holder has a responsibility to ensure the preservation of NHS property and resources.

CONFIDENTIALITY

The post holder is required to maintain confidentiality at all times in all aspects of their work.

TEAM BRIEFING

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

NO SMOKING POLICY

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

ORGANISATIONAL CHART

