

## Job Description

<b>Post</b>	Clinic Co-ordinator
<b>Band</b>	Band 3
<b>Department</b>	Gastroenterology
<b>Responsible to</b>	Administration Manager
<b>Professionally Accountable to</b>	Administration Manager
<b>Date written</b>	March 2024
<b>Written by</b>	Administration Manager

## Job Summary

To work as part of a clinical and clerical team to support clinicians, nurses, and other healthcare professionals.

Provide an efficient general administrative day-to-day support to the department and the patients. Duties will include booking of outpatient appts, managing Clinician's availability, ensuring all outpatient clinic availability is booked appropriately and fully utilised, dealing with incoming and outgoing telephone calls, post, filing, faxing and other general administrative duties.

Provide effective input into the work of the Trust, to support the achievement of our vision and values.

## Key Working Relationships

- Administration Manager
- Team Leader
- Medical Secretary Team
- Clinic co-ordinators
- Consultants
- Patient Trackers
- Other NGH Trust staff members as required
- Other NHS Trusts as required



Compassion



Accountability



Respect

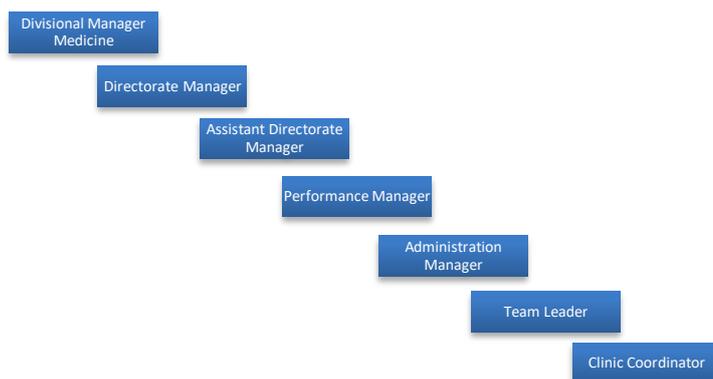


Integrity



Courage

## Organisational Structure



## Main Duties and Responsibilities

### Main Duties and Responsibilities

- To work as part of a clinical clerical team to support a defined team of clinicians, nurses and other healthcare professionals
- To ensure outpatient treatment capacity is accurate and utilised effectively
- To ensure treatment area capacity is accurate and utilised effectively
- To assist the effective management of patient pathways ensuring all necessary appointments and treatments are booked in-line with Trust and national targets
- Ensure all relevant Trust and National targets are adhered to
- Coordinate treatments and appointments in conjunction with consultant and clinic teams ensure effective time management and utilisation.
- Attend Meetings as required to ensure effective communication with all service users.
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- Assist in the use of trust databases and patient information systems and ensure that all data is correct and up-to-date.
- Provide robust audit data for local and national targets where appropriate.
- Provide cross cover within administration teams during absence and comply to relevant policy on attendance and performance management, staff appraisals etc.
- Ensure confidentiality is maintained in all communications and the documents end of the sensitive information as secure at all times.
- Maintain close cooperation and liaison with team members and support the effective functioning of the trust as a whole, as required

- Provide the focal point of communication for medical professional and allied medical staff both within this Trust and with external organisations and patients using judgements as to facilitate a successful outcome for all enquiries.
- Deal with telephone and face-to-face enquiries from patients, relatives carers and all staff groups providing information directing and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery.
- Deal with concerned patients/relatives and with tact, patience and discretion especially when conveying sensitive information.
- Prepare case note folders and complete necessary documentation for all new patients.
  - Liaise with other hospital departments, GPs and other health care agencies when required.
  - Assist and help colleagues when the need arises.

### **Statutory and Miscellaneous**

- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory Standard DBS check
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role
- Be responsible for maintaining own vaccinations that are applicable to the role. • Safeguard patient confidentiality at all times, including adherence to the Data Protection Act
- Attend statutory and mandatory training and refresher courses as necessary
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed
- Any other duties commensurate with the grade and in line with the requirements of the post
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given
- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff)
- Be responsible for maintaining own vaccinations that are applicable to the role.

### **Confidentiality, Data Protection and Data Quality**

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

Uphold its principles; and  
Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

### **Safeguarding Children and Adults at Risk**

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **Our Vision and Values**

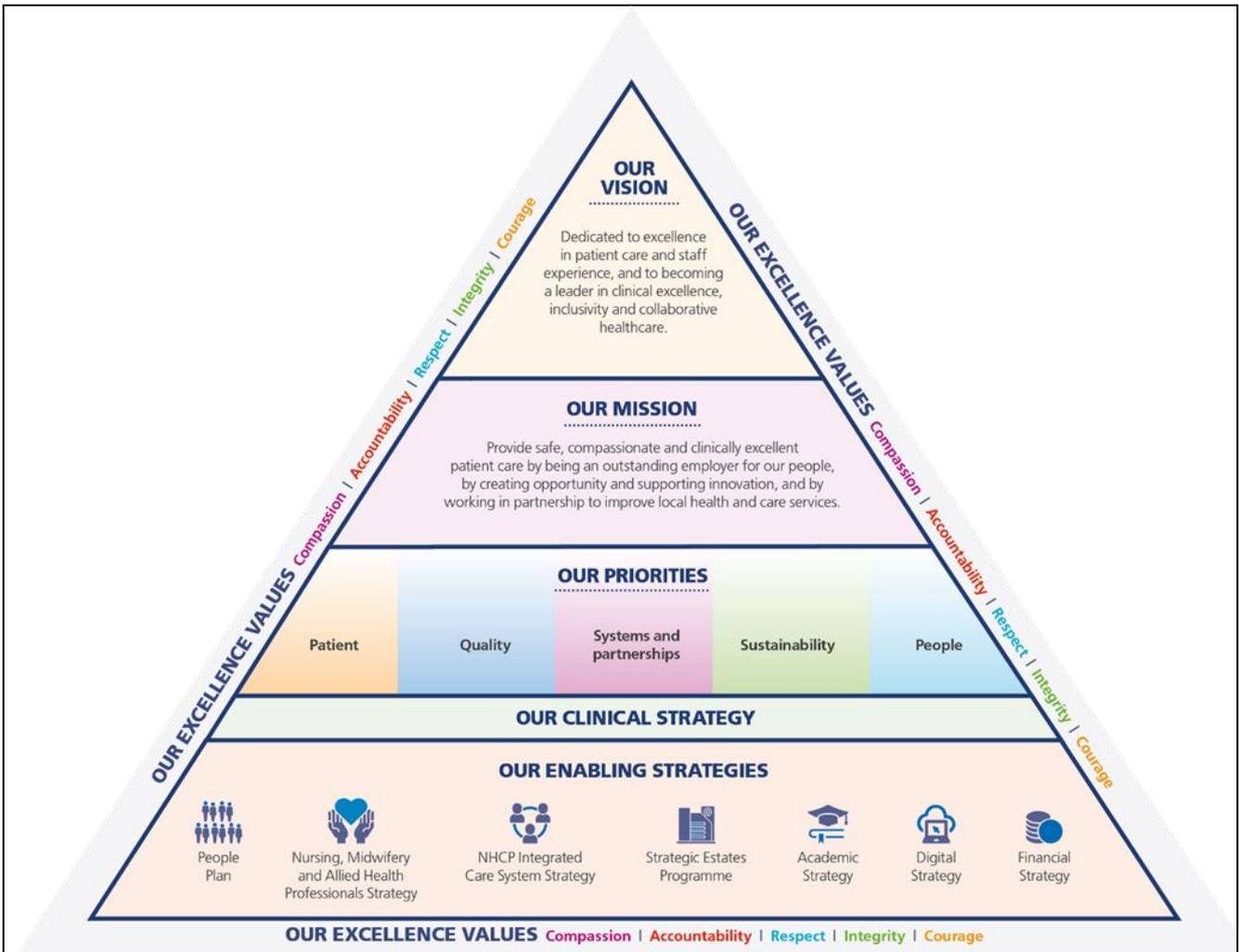
Northampton General Hospital is one of the largest employers in the area and we are on an exciting journey. All of our divisions are committed to doing things better, with more efficiency as we update, modernise, and advance. We have also entered into a Group Model with neighbouring Kettering General Hospital NHS Foundation Trust and become University Hospitals of Northamptonshire.

Our Excellence Values:

Compassion  
Respect  
Integrity  
Courageous  
Accountability

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



**Our Excellence Values**



Compassion



Accountability



Respect



Integrity



Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other people's shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
<b>Educations, Training and Qualifications</b>		
NVQ level 3 or equivalent level of qualification, knowledge or training.	X	
Qualification in information or IT (i.e. ECDL or equivalent)		X
<b>Knowledge and Experience</b>		
Experience of data input and monitoring	X	
Admin/clerical experience	X	
Experience of prioritising workloads and working to tight deadlines	X	
Excellent IT skills, including good knowledge of MS Excel	X	
Experience of CaMIS and Hive		X
<b>Skills</b>		
Good written and verbal communication skills	X	
Ability to work on own initiative	X	
Excellent team working skills	X	
Ability to achieve high levels of accuracy with excellent attention to detail	X	
Flexibility and adaptability around tasks	X	
<b>Key Competencies/Personal Qualities and Attributes</b>		
Ability to deal with interruptions in a busy office environment	X	
Conscientious	X	
Meticulous in approach and highly attentive to detail	X	
Enthusiastic	X	
Ability to undertake flexible/agile working when required	X	