

## Community Central Booking Clerical Officer Job Description

**Department:** Community Central Booking

**Office Base:** Tameside & Glossop Community Base

**Band:** 2

**Reports to:** Band 3 Community Central Booking Administration Supervisor

**Accountable to:** N/A

**Key relationships:** Community A&C Service/HCP's/Service Users

### Job Summary:

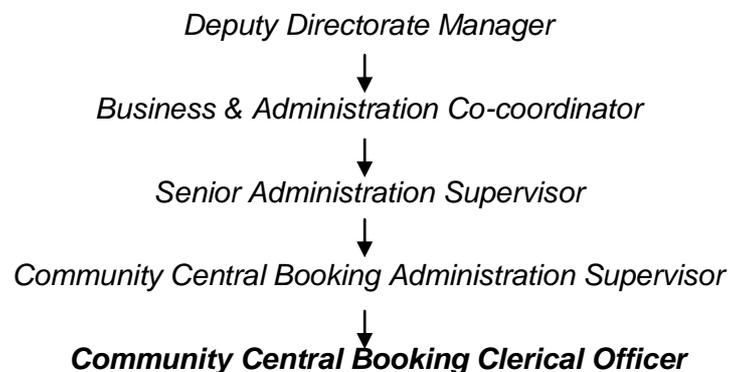
To be the first point of contact for patients and service users making an initial contact to the Community Central Booking team regarding Community Health matters.

To provide an efficient service within the Community Central Booking office maintaining a high level of accuracy and confidentiality at all times.

To provide a service that offers re-direction (to other services), information, advice and simple provision to members of the public and other agencies at point of contact.

The post holder may be required to work from any community base according to the needs of the service. The service currently operates between the hours of 8am to 5pm using a rota system, Monday to Friday however all staff are contracted to work 8am-8pm, if required.

### Organisation Chart



## **SECTION 1- MAIN RESPONSIBILITIES:**

To deal with all enquiries in an efficient, polite and courteous manner providing a caring, compassionate, helpful service to patients, staff and the general public.

To input or amend demographic and personal patient details using the EMIS PAS to provide the Trust with an up to date record of patient activity and information.

To manage and monitor the referral and booking system for a variety of community services ensuring referrals received are booked in a timely manner as per agreed guidance.

To complete any necessary information or documentation on EMIS to allow for referrals and appointments to be made.

Send out appointment letters for individual services, if required and appropriate, which is mutually convenient for the patient and within agreed wait time.

Contact patients by telephone to offer short notice/late availability appointments, update the EMIS PAS system and advise the appropriate departments/clinics.

Undertake the effective management of Patient Tracking Lists (PTL's) and interpret information and process chronologically in accordance with the Trust's Access policy.

To provide simple information and advice to members of the public and other agencies in order to help resolve their queries.

To receive queries through email, referral systems and by phone.

To be able to judge where a situation may need emergency or urgent intervention, and to refer this on to the Supervisor/relevant team as appropriate.

Inform Supervisor if there is no clinic capacity to accommodate patients within required wait time.

Arrange interpreters for patients as required.

To undertake other tasks as required by the line manager, which are commensurate to the Band of the role.

## **SECTION 2- KNOWLEDGE AND SKILLS**

### **Communications**

Good communication skills to deal with regular enquiries through a range of media (e.g. email, referral, over the telephone) and to be able to manage all these in a sensitive and caring manner.

To communicate verbally and non-verbally to deal with enquiries from service users/relatives, members of the public and outside Organisations

To have an awareness of communication difficulties i.e. language, hearing and sight impaired service users and to be able to work effectively with these.

To communicate effectively and maintain good relationships with patients, medical professionals and other departments across the healthcare setting and other outside agencies.

To have the ability to handle occasional aggressive/upset/distressed callers.

Act in a professional and polite manner at all times, maintaining high levels of customer care.

### **Responsibility for Patient Care**

To ensure service users are given appropriate information and direction in relation to the services provided.

Service users are greeted and dealt with in a courteous and professional manner.

To identify (based on set guidance) whether further assessment or referral is appropriate and ensure that the necessary actions are taken.

### **Planning and Organising**

To use the inpatient data system package to book patient appointments and follow-up appointments

Management of own workload as delegated by the Supervisor incorporating maintenance of filing systems including archiving and destruction, general upkeep of files, transferring records in accordance with Trust policies.

Organise and plan own day to day workload or activities in order to meet the demands of the job role.

The post holder is expected to use their initiative where required, but will work within set guidance/algorithms and will have supervision readily available.

To assist with data collection and audit as requested by the Supervisor.

Due to the nature of the work, the Clerical Officer must be able to prioritise, as frequent interruptions can be expected from the public and professionals.

### **Responsibilities for Physical and / or Financial Resources**

Ensure safe and efficient use of equipment, resources and consumables at all times.

### **Responsibility for Policy and Service Development and Implementation**

To contribute to the review and development of policies as appropriate to the service.

To identify areas that could be enhanced to support service development,

Adhere to policies and procedures.

To be aware of, comment on and/or actively participate in changes on policies, procedures or service developments.

To embrace the department in making service improvements effective within the workplace.

### **Responsibilities for Human Resources and Leadership**

To participate in Performance & Development Review with the line manager

Using your knowledge and skills, provide support and guidance to staff as required

Support new or less experienced work colleagues to adapt to the workplace.

### **Responsibilities for Teaching and Training**

Participate in training and development activities that are relevant to the job role.

### **Responsibilities for data and information resources**

To use patient/service user data system package to document enquiries and to make referrals.

To use electronic communication systems such as emails, intranet, team brief and internal communication systems.

### **Research, Development and Audit**

To provide assistance as requested by the Administrator/line manager/team leader to complete internal clerical audits

## **SECTION 3- EFFORT AND ENVIRONMENT**

### **Physical Skills and Effort**

When filing the post holder will have to bend, stretch and lift boxes of stationery, files, working in a limited space.

The post holder is expected to move from their area of work to perform other duties related to the post in other parts of the building i.e. photocopying.

Frequent concentration required when using the computer.

The post holder is expected to switch from task to task throughout the day i.e. from I.T. work to answering the telephone to Reception duties.

May use VDU equipment regularly for long periods of time.

May hear about across distressing/emotional situations when receiving enquiries and information from members of the public and other agencies.

## **SECTION 4-ADDITIONAL REQUIREMENTS**

1. To provide cover for colleagues as directed by your manager.

2. Risk Management (Health & Safety)

a) You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.

b) You are personally responsible for Risk Management issues in respect of yourself and your colleagues.

- c) If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.
- d) You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.
- e) If you are a manager or have line management responsibilities for staff or a department or area of work, you are responsible for the Risk Management issues in that area. You will ensure that there is an annual Risk Management audit in your area and make sure that where necessary, an action plan eradicating risks is drawn up and implemented.
- f) Should you need help in resolving Risk Management matters, you must seek assistance from your manager.

### 3. Infection Prevention and Control

- a) You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.
- b) You must adhere to infection prevention and control policies at all times liaising with the infection control team and acting on any instructions given.
- c) You must attend regular infection prevention and control update training.
- d) You should at all times promote and demonstrate good practice for the prevention and control of infection.

4. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

5. To safeguard at all times confidentiality of information relating to patients and staff.

### 6. No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Conduct and Disciplinary Policy.

7. To behave in a manner which ensures the security of NHS property and resources.

8. To abide by all relevant Trust Policies and Procedures.

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

**This job description is subject to regular review and appropriate modification in consultation with the post holder.**

# Community Central Booking Clerical Officer Person Specification

**Post:** Community Central Booking Clerical Officer

**Band:** 2

Requirements	Assessment Method – Application Form (AF) / Test (T) / Interview (I) / References (R)				
	Essential (E) /Desirable (D)	AF	T	I	R
<b><u>Education &amp; Qualifications</u></b>					
IT Skills in Microsoft, word and excel	E				
Car Driver/ ability to travel.	E	√	√	√	
English and Maths, GCSE, CSE, level 2 or A-C or above	E	√			
Skills in power point	D	√			
<b><u>Knowledge</u></b>					
Knowledge of Patient Administration Systems (PAS ie EMIS)	E	√			
Knowledge of Community based resources	E	√			
Knowledge of the Microsoft Packages	E	√		√	
General Office duties	D	√	√		
<b><u>Experience</u></b>					
Working experience of general office duties	E	√		√	
Reception duties - answering the phone	E	√		√	
Customer Service skills	E	√		√	
Previous experience working with the General Public and Vulnerable People	D	√		√	
Experience of working within a Call Centre environment	D	√			

<b><u>Skills &amp; Abilities</u></b>					
Typing/IT skills (email, word processing & file Management)	E	✓		✓	
Effective communication skills with a wide range of people	E	✓		✓	
NVQ Customer Care or equivalent	D	✓			
Excellent telephony skills	E	✓			
Flexibility to cope with changing needs of the job	E	✓			
Eager to learn new skills	E				
High degree of interpersonal skills	E	✓		✓	
Resilient working under pressure	E	✓		✓	
Able to achieve high work rates	E	✓		✓	
<b><u>Work Related Circumstances</u></b>					
Occupational Health Clearance	E				
Willingness to train and be trained	E				
Adaptable and flexible approach to working (eg providing cover for others)	E				