

Job Description
Medical Day Unit Scheduler
Private Care





Dear candidate,

Thank you for applying to join the Private Care team at The Royal Marsden. This candidate pack contains all the information you will need to apply for the post.

The Royal Marsden has a vital role in championing change and improvement in cancer care through research and innovation, education and leading-edge practice. We are incredibly proud of our international reputation for pushing the boundaries and for our groundbreaking work ensuring our patients receive the very best cancer treatment and care.

The Royal Marsden Private Care is the most successful NHS private patient unit in the country and the income it generates is reinvested back into the Trust for the benefit of all our patients. Central to this success is our people: clinical and non-clinical; on the front line and behind the scenes, who every day provide the very highest standards of care. If you have the necessary vision, drive, dedication and compassion, then we want you to join our first class team.

We continually invest in our staff to ensure they can develop professionally, with education and training available to all. There are opportunities to work flexibly across a range of areas and specialties.

Thank you for your interest in working for The Royal Marsden, wish you every success with your application.

A stylized, handwritten signature in black ink, appearing to read 'MH'.

Mark Hawken,
Managing Director, Private Care

Job title

Private Care Scheduler /Administrator

Terms and Conditions of Service

Grade

Band 3

Location

Chelsea/Cavendish Square

Reports to

Scheduling Co-Ordinator

Accountable to

Scheduling Manager

1. Job Purpose

The Scheduler is an integral member of the Private Care Medical Day Unit team, under the supervision of the Scheduling Co-ordinator. The post holder will coordinate all administrative aspects of the Day Care Services including data collection, reception, and clerical duties. The working days will be Monday – Friday various shifts patterns 7.30am -8.00pm.

2. Key areas of responsibility

These responsibilities will be carried out under the guidance of the shift co-ordinator.

1.1 Appointments, scheduling and capacity management

- 1.1.1 To deal with all new patient chemotherapy referrals from clinicians, ensuring that the first chemotherapy treatment is scheduled within Private care Times targets.
- 1.1.2 To liaise directly with the patient regarding their treatment, providing information and reassurance and managing patient expectations around the chemotherapy experience
- 1.1.3 To liaise with the clinical teams and nursing staff to prioritise the scheduling of new referrals.
- 1.1.4 To schedule all chemotherapy treatment on the Medical Day Unit in line with local guidelines and protocols.
- 1.1.5 To plan patient treatment and unit capacity efficiently, having consideration for a range of influencing factors such as the nursing staff rota, pharmacy turnaround times, availability of blood results etc.
- 1.1.6 To plan ahead and to reschedule workload when necessary, to ensure that the unit capacity is optimally utilised.
- 1.1.7 To book chemotherapy prescribing clinic and treatment appointments for all patients receiving chemotherapy.
- 1.1.8 To ensure that all patients leave the MDU with an appointment for their next chemotherapy prescribing clinic and treatment, where appropriate.
- 1.1.9 To reschedule appointments for patients whose treatment has been cancelled or delayed.

- 1.1.10 To adhere to patient appointment booking processes on HIS, ensuring that Trust procedures and local protocols are met.
- 1.1.11 To liaise closely with the Nurse Consultant for IV Therapy and the Matron to manage referrals and appointments for the Peripherally Inserted Central Catheter (PICC) service.
- 1.1.12 To be responsible for the administration of all services taking place in the MDU Procedure Room.
- 1.1.13 To ensure that all relevant paper documentation is scanned into the electronic patient record (e.g. consent forms, chemotherapy referral forms)

1.2 Clinic management

- 1.2.1 To plan all chemotherapy prescribing clinics, ensuring that the clinic profiles are adjusted in line with doctor availability.
- 1.2.2 To pre-prepare all clinics
- 1.2.3 To manage overbooking of chemotherapy prescribing clinic.
- 1.2.4 To proactively monitor chemotherapy prescribing to ensure that all chemotherapy prescriptions are pre-prescribed in line with hospital policy and liaise with individual clinicians to rectify any missing prescriptions
- 1.2.5 To arrange extra prescribing and treatment clinics to meet unusual levels of patient demand, for example after bank holidays.
- 1.2.6 Tracking chemotherapy prescriptions, from confirmation to release of treatment and liaising with pharmacy in regards to chemotherapy releasing status and to keep patients and nursing staff informed

1.3 Service delivery

- 1.3.1 To work closely with the Nurse In charge and Pharmacy team and to take proactive measures to ensure that patients' chemotherapy is always available in time for their scheduled treatment.
- 1.3.2 To ensure that the chemotherapy nurses have access to the required patient information and reports e.g. daily patient lists for each treatment zone.
- 1.3.3 To ensure that the coding department receives the required patient information on a daily basis so that all chemotherapy income can be fully recouped.
- 1.3.4 To support service improvement initiatives implemented by Team leader, Sister or Outpatient Manager and to make suggestions for improvements to the service.

1.4 Reception duties

- 1.4.1 To run a highly efficient and patient-focussed reception service, including:

- To meet and greet all patients and visitors to the PPMDU in a professional, courteous and friendly manner.
 - To deal calmly and sensitively with vulnerable patients and a range of difficult situations.
 - To deal with a high volume of patients with complex needs on a daily basis, both face-to-face and over the phone
 - To communicate effectively with patients in relation to their use of services on the PPMDU, guiding patients around the Unit on arrival.
 - To deal proactively and effectively with a wide range of enquires from clinicians, nurses and administrative colleagues, escalating to other staff when appropriate.
- 1.4.2 Dealing with patient phone calls and enquiries regarding their appointments and those who become unwell from their cancer or chemotherapy
- 1.4.3 Documenting all telephone conversations with patients in the Electronic Patient Records.
- 1.4.4 Alerting the appropriate members of the nursing and/or medical teams to patient enquires or problems especially if patients are unwell from their recent treatment
- 1.4.5 Assisting with initial patients' complaints, or where more appropriate escalating to senior staff
- 1.4.6 Directly supporting patients and relatives who are distressed, or where more appropriate escalating to senior staff
- 1.4.7 Identifying and informing nursing staff which patients are on hospital transport. Liaising with transport service about changes to patients appointments and treatment finishing time
- 1.5 General administration
- 1.5.1 Ensuring accurate updating of patient demographic details on the Patient Administration System (Epic)
- 1.5.2 To provide full administrative and clerical support to the PP Medical Day Unit team, for example faxing, photocopying, shredding, and typing letters as required.
- 1.5.3 Arrange for maintenance works and housekeeping to be carried out on the Medical Day Unit as required.
- 1.5.4 Report and resolve IT issues affecting the PP Medical Day Unit.
- 1.5.5 Assisting with data collection and entry
- 1.5.6 Monitoring and maintaining stock levels of all office supplies
- 1.6 Other
- 1.6.1 To develop specialist knowledge of cancer and chemotherapy and supportive regimes used within day care
- 1.6.2 Handing out and collecting frequent feedback patients' survey
- 1.6.3 Training colleagues in the use of hospital IT systems

- 1.6.4 Any other duties commensurate with the grade as requested by the Co-ordinator, Sister, or Scheduling manager.
- 1.6.5 To work cross site at the Chelsea and Cavendish Square branch, able to cover at the Sutton branch if requested.

3. General Data Protection Regulation

- 3.1. You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

4. Safeguarding and Wellbeing of Children and Vulnerable Adults

- 4.1 The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce. All staff are expected to be aware of national, organisational and departmental policies and procedures on safeguarding and promotion of the wellbeing of children and vulnerable adults and should be able to communicate this to others

5. Health and Safety

- 5.1 All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

6. Customer Service Excellence

- 6.1. All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

7. Emergency Planning

- 7.1 In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

8. Equality and Diversity Policy

- 8.1 The Royal Marsden NHS Foundation Trust is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

9. No Smoking Policy

- 9.1 There is a no smoking policy at this Trust.

10. Review of this Job Description

10.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization

11. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Education/Qualifications		
Good general education ELC (European Computer Driving Licence) or equivalent NVQ Customer Care	Essential Desirable Desirable	Application form Application form Application form
Experience		
Experience of working in a healthcare environment Understanding of working with patients who are critically and chronically ill	Essential Desirable	Application form / interview Application form / interview
Skills Abilities/knowledge		
Good interpersonal skills Good organisational skills Self motivated Ability to work as part of a team Good communication skills Patience and understanding of patients' needs Ability to work under pressure Evidence of commitment to customer care initiatives Awareness of patient confidentiality Experience of working with computers Work to tight Deadlines	Essential	Interview Interview Interview Interview / Application Interview Interview / Application Interview Interview / Application Interview / Application Interview / Application Interview / Application Interview
Other Requirements		
Flexibility to meet the needs of the service (e.g. shift work)	Essential	Interview
Able to work on both sites and to be flexible to meet the needs of the role – Chelsea/Sutton/Cavendish Square	Essential	Interview

The above attributes have been identified by management to be necessary for this post, and will be used when short listing applicants for interview.