





Job Description

1. JOB DETAILS
<p>Job title: Appointment Supervisor</p> <p>Accountable to: Radiology Site Deputy Office Lead</p> <p>Location: Radiology – Cumberland Infirmary/West Cumberland Hospital</p>
2. JOB SUMMARY
<p>All staff are expected to work to the Trust Values:</p> <div>  <p>Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.</p> </div> <div>  <p>Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.</p> </div> <div>  <p>Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.</p> </div> <div>  <p>Collaboration – We are stronger and better working together with and for our patients.</p> </div> <p>Work as a member of the team that provides clerical support within the Radiology department, undertaking a range of duties to ensure an accurate and efficient waiting list and booking service is available to the department.</p> <p>Act as the first point of contact for the department and co-ordinate all patient appointments and enquires.</p> <p>To be involved in the achievement of all NHS waiting times targets including, but not exclusive to, cancer waits and Diagnostics.</p> <p>Participate in all aspects of the administration service within Radiology</p>
3. ROLE OF DEPARTMENT
<p>To provide radiology services across North Cumbria Integrated Care NHS Trust at two main sites Cumberland Infirmary, Carlisle and West Cumberland Hospital, Whitehaven as well as three community sites, Keswick, Penrith and Workington. Comprising general radiography, dental, fluoroscopy, angiography (incl. coronary), Bone Densitometry</p>

(DXA), CT, MRI and ultrasound facilities. Referrals for radiological opinion come from a wide range of specialities typically encountered within a district general hospital, including 24 hour emergencies. General and Dental practitioners also refer patients into the service. The establishment includes consultant radiologists, professional lead, radiographers, nurses, clerical and radiographic support staff.

4. ORGANISATIONAL CHART

Business Manager
Radiology Information Systems Manager
Radiology Admin Lead/PA
Radiology Site Deputy Office Lead
Appointment Supervisor
Clerical Officer

5. KEY WORKING RELATIONSHIPS

Patients, relatives and carers - on a daily basis
Other admin staff in Radiology
Radiographers
Radiologists
Radiology Nurses
Other NCIC professionals
GP's and other members of practice staff
Internal departments /wards
Ambulance service
Estates
Courier
General public
Patient transport service

6. DUTIES AND RESPONSIBILITIES OF THE POST

- Act as the first point of contact for the department and co-ordinate all patient appointments and enquires.
- Work as a member of the team that provides administrative support within the Radiology department, including reception, appointments, and answering patient enquiries.
- Operate the Radiology Information System (RIS) efficiently. Register patients, make and change appointments, print letters, add paper referrals, ensuring patients' details are correct and up to date, and adding electronic referrals to the appropriate waiting lists.
- Ensure all referrals are justified prior to allocating patient appointments.

- Input onto Patient Administration System (PAS) to update patient's details to ensure correct record on RIS.
- Understand the hazards associated with the department of Radiology and comply with all policies and procedures and magnet safety.
- Interact with members of NHS staff and general public both face to face and via telephone.
- Responsible for waiting list management to meet Trust and departmental requirements.
- Appointment booking for all one stop/OP/GP appointments.
- Advise Clerical Officers of CT/MRI/US appointments to be booked with guidance of slots in which they are to be booked and any information that needs to be communicated pertaining to those appointments.
- Use high level communication skills to communicate effectively and promptly with a range of people on a variety of departmental matters and procedures e.g. patients, carers, referrers and team, patient transport service. Use tact and discretion to deal with patients who have been given a life changing diagnosis as there may be barriers to understanding.
- Communicate effectively over the telephone for both internal and external sources e.g. GP Surgeries, NWS, And Nursing homes etc. Exercise judgement when dealing with enquiries and resolve any directly or ensure the efficient transfer to the appropriate person.
- Provide general clinical and non-clinical information and guidance to patients and relatives under the guidance of the modality leads and Radiology Site Deputy Office Lead.
- Operate within procedural guidelines, using judgement to identify when to step out of procedure and seek advice from medical staff.
- Use judgement in allocating appropriate appointments considering the needs of the patient, urgency of the referral and the resources available.
- Recognise and bring urgent requests for patient examinations forward in line with NHS Waiting Time Directive.
- Effectively prioritise request forms in partnership with other Radiology professionals.
- Develop an understanding of the radiological examinations and related preparation regimes that are relevant to the appointments.
- Provide day to day supervision for the Clerical Officer, set work and undertake appraisal.
- Organise the patient admission for specialised procedures including procedural documentation prior to and following procedure under the guidance of the Radiology Site Deputy Office Lead.
- Undertake delegated complex diagnostic radiology appointments for elective, emergency and inpatients as assigned by the Radiology Medical Secretary/Administrator.
- Provide a first line Radiology enquiry service taking calls and liaising with distressed or anxious patients and carers, including those wishing to make complaints about the service.
- Respond to basic clinical queries from patients and give advice, eg where to obtain test results, who the patient needs to speak to or other departments they have been referred onto as a result of their initial appointment.

- Support and provide patients and staff with a wide range of information, i.e. department location, parking, directions to hospitals, what patients should bring with them (medications, urine samples, preparation regimes etc.).
- Provide a responsive Radiology Referral Service by managing Radiology referrals, inputting them onto RIS, and forwarding for justification to the relevant professionals. Ensure all examinations have been adequately protocolled and adjusted to reflect urgency date received and date due. Escalate any examination identified that will breach waiting times or where patient care will be affected or any other concerns to the Radiology Site Deputy Office Lead in the first instance.
- Book interpreters where necessary for patients attending out-patient services, and if necessary request appointment letters to be translated.
- Advise patients of the PALS service if they have concerns or complaints.
- Ensure 3 point ID check is undertaken on all patients being booked in at the reception desk in line with policy and procedures.
- Be fully conversant with the clerical systems and processes within Radiology.
- Have an awareness of the occupational hazards associated with current legislative requirements including Ionising Radiation Regulations, the Health and Safety at Work Act and COSHH.
- Responsible for the cleaning and care of the equipment and the local environment, reporting any faults to the appropriate departments (i.e. IT or Estates).
- Provide cover for colleagues during annual leave/sickness.
- Participate in training and development as opportunities arise.
- Take responsibility for personal updates and mandatory training.
- Participate in the Trust appraisal programme.
- Ensure the requirements of the Data Protection Act are complied with when handling patients' information.
- Comply with Trust legislative requirements for confidentiality and information governance.
- Understand the patients' rights to their information and the subject access policy.
- Assist the Radiology Site Deputy Office Lead in ordering and maintaining stock levels for office supplies and stationery.
- Train new members of staff in their duties and participate in the departmental induction programme.
- In the absence of the Clerical Officer, provide reception cover which will include a requirement to work evenings and weekends.
- Suggest any improvement of the service to the Radiology Site Deputy Office Lead.
- Attend departmental meetings as required.
- Ensure security of access to office areas at all times by adhering to all opening and closing down procedures.
- Effectively use the Radiology Information System, Image Exchange Portal and Patient Administration systems.
- Responsible for the careful use of equipment and resources used in day to day work such as computers, phones and headsets, and office products.

Human Resources

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities, to co-operate with the Trust by

complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation or practice which may be considered a danger to health and safety.

Information Resources

To implement any changes to lists as received from clinicians in a timely manner, i.e. changes, reductions or cancellations and informing patients in an empathetic way. To create, input, search and extract confidential data from computerised (hardware and software) and paper based record and information systems.

7. WORK SETTING AND REVIEW

- Work independently and manage own workload, guided by clearly defined policies and procedures.
- Work is assigned by the Radiology Admin Lead/Site Deputy Office Lead who will review work and undertake appraisal. Some clerical duties will be assigned by modality Leads and Radiologists. Outcomes are assessed at agreed intervals.
- The reception and appointment areas are extremely busy and the postholder will be required to have a high degree of concentration for long periods of time in order to take and access patients details accurately and to answer queries and process data records appropriately.
- Uses Display Screen Equipment more or less continually.
- Occasional exposure to distressing or emotional circumstances when dealing with distressed patients or being required to contact resuscitation team/appropriate medical practitioner and provide immediate assistance until medical support arrives.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers

and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION

POST TITLE: Appointment Supervisor

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English or equivalent NVQ 3 in administration or equivalent 	<ul style="list-style-type: none"> ECDL or equivalent
Knowledge	<ul style="list-style-type: none"> General administration procedures and systems Health records Information governance Data protection act and other relevant legislation Appointment booking experience Knowledge of waiting list management 	<ul style="list-style-type: none"> Patient administration systems Radiology Identification procedures Basic knowledge of IR(ME)Regulations
Skills and Aptitudes	<ul style="list-style-type: none"> Effective communication skills, written and verbal Standard keyboard skills Accuracy and attention to detail Able to work without direct supervision Able to work as a team member Able to prioritise work load and meet deadlines Must be able to work in a fast paced environment Must have flexible approach to work and be able to work unsupervised and use own initiative Computer literate Excellent organisational and time management skills with the ability to prioritise tasks. 	<ul style="list-style-type: none"> Leadership skills
Personal Circumstances	<ul style="list-style-type: none"> Professional approach Enthusiastic and willing to learn Willingness to actively suggest areas for service development 	
Other requirements	<ul style="list-style-type: none"> Flexible approach to working patterns Professional in appearance and manner Support equality and value diversity Promote equality and value diversity (Level 3) 	