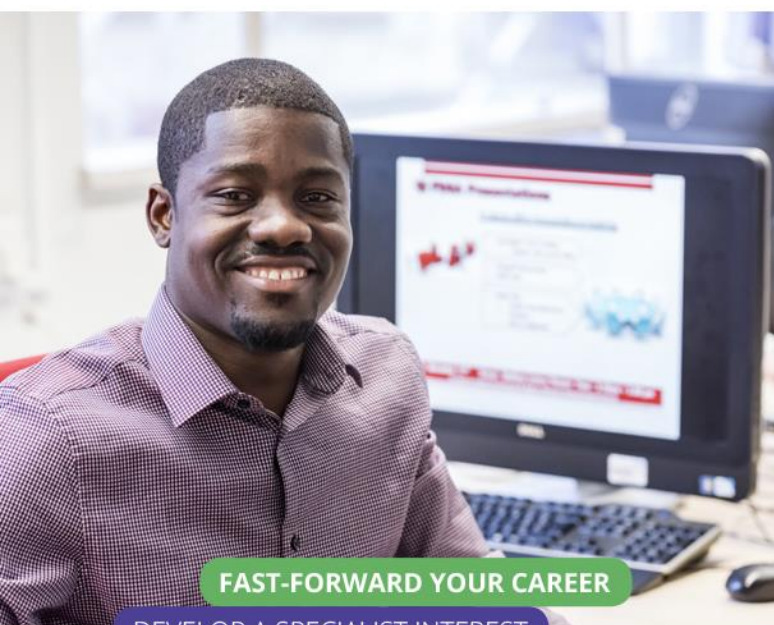


Recruitment information pack



FAST-FORWARD YOUR CAREER

DEVELOP A SPECIALIST INTEREST

BE PART OF A SUPPORTIVE TEAM



STRUCTURED CAREER PROGRESSION

LEADERSHIP COURSES

SCOPE TO DEVELOP NEW SKILLS

WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye

Western Eye Hospital is the inpatient specialist hub for ophthalmic services in West London offering the only 24 hour emergency eye care in London.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

JOB DESCRIPTION

Job Title	Patient Scheduler / Receptionist
Band	3
Directorate/ Department	Diagnostic Cardiology
Division	Surgery, Cardiovascular & Cancer
Location of work	St Mary's
Hours	Fixed Term - 15 hrs/week
Reports to	Administration Support Manager
Accountable to	Service Support Manager

1. Job purpose

To provide reception cover, patient scheduling and administration support, working flexibly across the directorate, maintaining a high quality of service to patients, carers and other visitors.

2. Key stakeholders

- Nursing staff
- Medical staff
- Patients, families and carers
- Visitors
- The wider multidisciplinary team
- Other hospital wards and departments

3. Key areas of responsibility

1. Effective delivery of reception duties.
2. Input and maintenance of accurate patient information on Trust information systems.
3. Scheduling of patients with adherence to Trust and Directorate policies and protocols
4. Provision of excellent customer service to members of the public and staff who visit or contact the ward.
5. Work flexibly across departments within the Directorate as required

6. Contribution to positive patient experiences

4. Main Tasks and Responsibilities

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

1. Forming part of the clinical secretariat service for the Directorate

- To provide reception service to Diagnostic Cardiology clinical areas
- Input patient details and booking relevant appointments or admission data on to Cerner
- Provide telephone cover for internal and external calls
- Responsible for data input, validation and monitoring
- Responsible for dealing within incoming and outgoing post
- Supporting members of the team, including roles that are not necessarily listed here.

2. Establishing, maintaining and monitoring excellent office and information system

- Responsible for general administration including post, filing, photocopying and other duties as required
- Ensuring all data input is timely and accurate
- Maintain confidentiality of personal and medical details relating to patients, staff and business of the department
- To be aware and adhere to Trust policies and procedures
- Work within guidelines set out by the Data protection Act and Freedom of Information Act.

3. Ensuring quality and customer care standards are met where relevant

- Ensure all enquiries to the department are dealt with politely, courteously, promptly and professionally
- Provide excellent customer service
- Provide general non clinical advice to patients and their carers, internal and external stakeholders as appropriate
- Work with the Management team to achieve continuous Administrative & Clerical service development and improvement
- Attend Customer Care courses as appropriate
- Working with the information department and the Management team to ensure that clinic letters and discharge summaries are received by GPs within the specified time limits
- Auditing of Trust quality Standards as requested and with regards to discharge summaries or any other part of the service which may be necessary

4. Commitment to Directorate and Trust objectives

- Undertake annual IPR and PDR
- Adopt and implement agreed service developments in line with the Directorate and Trust objectives
- Participate in monthly administrative & clerical team meetings
- Any other duties commensurate with the grade of this post, including adherence to appropriate Trust policies.

5. General Responsibilities

Confidentiality

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990).

Health and Safety

The post-holder should be aware of the responsibility placed on employees under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Clinical Governance and Risk Management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust procedures
- Maintaining your continuous professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping.

Information and Quality Assurance

As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions.

Freedom of Information

The post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Management of a Violent Crime

The Trust has adopted a security policy in order

- to help protect patients, visitors and staff
- to safeguard their property

All employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible.

Equal Opportunities

The Trust is aiming to promote equal opportunities. A copy of our Equality Scheme is available from the Human Resources Department.

Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

No Smoking

The Trust operates a non-smoking policy. Anyone who wishes to smoke may do so only in one of the designated smoking rooms at a time agreed with their line manager.

Variation

The job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time after consultation with the post holder.

Medical Examinations

All appointments within the National Health Service are subject to pre-employment health screening.

Professional Association/Trade Union Membership

It is the policy of the Trust to support the system of collective bargaining and as an employee in the Health Service, you are therefore encouraged to join a professional organisation or trade union. You have the right to belong to a trade union and to take part in its activities at any appropriate time and to seek and hold office in it. Appropriate time means a time outside working hours.

Terms and Conditions

In adopting Agenda for Change (1 December 2004 unless modified by the Secretary of State and with terms and conditions backdated to 1 October 2004) the Trust will incorporate terms and conditions of the new national arrangements and any changes agreed by the NHS Staff Council's determinations from time to time – excluding any flexibilities agreed locally between the Trust and its employee representatives, or any agreements reached on an individual basis between the Trust and an employee (e.g. where a member of staff prefers to retain an existing Trust contract).

PERSON SPECIFICATION

Directorate/ Department	Job Title	Band
Division of Surgery, Cardiovascular & Cancer. Diagnostic Cardiology	Patient Scheduler/ Receptionist	3

ATTRIBUTE/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
EDUCATION	G.C.S.E grade C or above in Maths and English or equivalent qualification.		CV/Application form Original certificates/diplomas
SKILLS/ABILITIES	Numerate and literate Organised Ability to demonstrate customer care skills Tact and diplomacy, helpful, willing, cheerful, flexible, kind and caring Good listener Patient, calm under pressure		Application form/interview
EXPERIENCE	Working as part of a team Working within healthcare setting		Application form/interview/references
COMMUNICATION SKILLS	Excellent telephone manner Ability to demonstrate excellent written and verbal communication skills.		Application form/interview

PHYSICAL QUALITIES	Smart and tidy appearance. General good health, able to lift large sets of notes.		
VALUES	Demonstrable ability to meet Trust values		Interview/assessment