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| **1. JOB IDENTIFICATION** | |  |
| **Job Title:**  **Responsible To:** | Booking AssistantAssistant Service Manager – Planned Care | |
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| **Department:** | Outpatients Department | |
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| **Date This JD Updated:**  **JD Ref Number:** | 17/01/2023  7167 | |
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| 1. **JOB PURPOSE**   To undertake scheduling duties within the Outpatients Department (OPD), primarily relating to the allocation of rooms for clinics within the OPD. | | |
| 1. **ORGANISATIONAL POSITION**   Morag Cunningham  (Waiting Times Coordinator)  Planned Care Assistant Service Manager  Jill Watkins  (Outpatient Appointments Officer)  **Booking officer**   * Straight line is management responsibility, dotted for function | | |

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| 1. **SCOPE AND RANGE**   To schedule room bookings for clinics within NHS Borders OPD, communicating with a broad range of clinical and non-clinical stakeholders, and following the new room booking software processes and procedures.  To ensure that room bookings are utilised fully, auditing compliance to monitor attendance. |
| 1. **MAIN DUTIES/RESPONSIBILITIES** 2. Book rooms across multiple specialties to ensure optimal utilisation of Outpatient rooms 3. Work in close contact with Consultants and OPD Nurses regarding scheduling of room bookings. 4. Ensure clinical capacity is fully utilised by appropriate clinicians, checking room usage to maximise attendance. 5. Manage room usage through the OPD room booking software. 6. Respond to queries from clinicians regarding the availability of rooms for clinics and monitor mailbox for incoming requests, providing timely responses. 7. Produce reports showing room utilisation, points of pressure and escalate/highlight any issues to your line manager. 8. Any other appropriate administrative duties as delegated by Assistant Service Manager/ Clinical Service Manager. |
| 1. **SYSTEMS AND EQUIPMENT** 2. Patient Administration System (TrakCare) 3. Current OPD room booking software (Ressched) 4. Smartways2 (to be implemented within NHS Borders tbc.) 5. Microsoft Office – to produce letters and reports 6. MS Outlook – email, for internal and external communication 7. Internet and Intranet – for research 8. Printers (A&E document printer, label printer, outpatient letter printer) 9. Fax machine and photocopier |
| 1. **DECISIONS AND JUDGEMENTS** 2. Follow room booking procedures and SOPs to book rooms, ensuring that space is utilised appropriately and maximises efficiency. 3. Identify and highlight days and times where space is limited, escalating to ASM where necessary. 4. Performing spot-checks/room usage audits to maximise space utilisation across the OPD. 5. Work is managed rather than supervised by the ASM. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS** 2. Clinical staff requiring rooms bookedfor clinics – Consultants, Specialist Nurses, Trainee Doctors etc. 3. Other NHS Borders services that may require these rooms booked for meetings (e.g.NHS Senior Managers, Medical Secretaries, GPs). 4. External to Borders –Smartways2 support services. |
| 1. **PHYSICAL DEMANDS OF THE JOB** 2. Frequent requirement for prolonged periods of concentration when scheduling and recording information on computer systems. 3. Use of PC for email, report preparation, planning – will generally spend periods of between 60% and 75% of time per day at a PC depending on demands. |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** 2. Regularly discussing contentious issues with clinicians, e.g. cancellation of room bookings, unavailable rooms. 3. Ensuring accuracy of recording of information on computer systems. This has a particular impact on safe/smooth running of clinics/patient appointments. 4. Ensuring optimum utilisation of clinical capacity. 5. Prioritising own workload in the face of competing priorities. 6. Ability to respond to urgent unscheduled queries/requests. |

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| 1. **PERSON SPECIFICATION** 2. Knowledge and previous experience of administration processes (Desirable). 3. Good communication and negotiation skills (essential). 4. Computer systems in use within NHS Borders, e.g. MS Office Suite (essential), TrakCare & Resched (Desirable). 5. Experience of Administration – up to NVQ level 2 desirable. |