#### Form JE 5



**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| Job Title: Lead Radiotherapy Scheduler  Responsible to: Head of Therapeutic Radiography  Department(s): Radiotherapy Department, Ninewells Hospital  Directorate: Access and Assurance  Operating Division: Specialist Services  Job Reference: Sco6-5892N  No of Job Holders: 1 | |
| 2. JOB PURPOSE | |
| Radiotherapy pathways are complex and require a number of coordinated parts to fit to ensure the patient receives treatment in a timely manner. The post holder will be responsible for administrative support to the radiotherapy department in Ninewells hospital. The post holder will support patients through their radiotherapy pathway, providing a point of contact who will coordinate their care. They will be responsible for accurate co-ordination of all radiotherapy referrals and bookings for the department ensuring compliance with government targets. | |
| **3. DIMENSIONS** | |
| The department is equipped with 3 linear accelerators with a range of imaging modalities, a radiotherapy CT scanner, HDR brachytherapy unit, mould room and computerised planning system. The service receives 1400 new referrals per year which need to be accurately booked according to the specific process required for that referral, the scheduling of these referrals is central to the smooth running of all areas in the department. As lead scheduler the post holder will be responsible for checking any bookings carried out by others as well as providing knowledge and support where needed. The post holder will be responsible for supervising bookings and staff carrying out booking tasks, they will take responsibility for the day-to-day management of radiotherapy bookings ensuring this is done is a timely manner.  The post holder will provide, co-ordinate and develop the provision of continuity of care for patients undergoing radiotherapy while liaising closely with clinicians, service managers, radiographers, technologists, physicists, ward staff, chemotherapy staff, bed managers and other administrative staff in respect of date and time of planning and treatment sessions and any special preparation required.  The post holder will lead the scheduling of radiotherapy pathways involving all areas of the department such as mould room, data entry, CT scanner radiotherapy planning, medical physics, and treatment as well as offering guidance to other staff groups involved in scheduling Including the departments HCSW’s (4).  The post holder must manage referrals to adhere to government waiting times target of 31 days from referral to treatment. All performance according to these targets will be monitored by the post holder and reported to the cancer waiting time division and the management structure. | |
| 4. ORGANISATIONAL POSITION | |
| The post holder will be lead radiotherapy scheduler employed in the Tayside Cancer Centre, Radiotherapy Department. The management and reporting structure is illustrated in the following organisation chart. | |
| 5. ROLE OF DEPARTMENT | |
| Radiotherapy services are provided for the population of Tayside and North East Fife, delivering around 1400 new courses of radiotherapy each year and are situated within Ninewells hospital, Dundee. The department delivers radiotherapy services for a broad spectrum of cancers as well as specialist treatments including brachytherapy and SABR. The work is within a multi-disciplinary team with close liaison with Clinicians, Physicists, Radiographers, Radiotherapy Helpers, Radiotherapy Technicians, Nurses and Clerical staff. The Radiotherapy Department currently houses three Varian linear accelerators, one Canon Aquillion Wide Bore CT scanner, mould room facilities, HDR brachytherapy facilities and Raystation treatment planning system. | |
| 6. KEY RESULT AREAS | |
| Process and interpret accurately the requirements of the radiotherapy referral and CASPER referral system to ensure appropriate pre-defined pathways are used.  Book all planning and treatment appointments on ARIA electronic patient management system, recognising various regimen, pathways and the need to comply with government targets.  Understand the reasons for current booking patterns and the reallocation of appointments for any delays incurred.  Contact other administrative or clinical groups and patients regarding appointments or specific instructions when required and organise ward beds, brachytherapy, interpreters, transport and cardiology assessments for patients (if applicable).  Liaise with Medical and radiography staff, ensuring all enquiries are dealt with within set timescales.  Understand waiting times and Cancer Wait Time guidelines and ensure that all relevant patients are booked within the Cancer Wait target times. Ensure accurate and daily reporting of those patients who will breach the targets, along with the reasons for this, reporting to cancer waiting times groups and radiotherapy management.  Produce reports from Aria and Casper to show department activity and provide data for business unit.  The post holder will gain sufficient knowledge of anatomy and medical terminology to interpret the referral for radiotherapy to ensure the correct booking process is followed.  Liaise with chemotherapy departments and clinical trial teams to ensure correct co-ordination of chemotherapy - radiotherapy regimens.  Offer guidance and support to HCSW undertaking any scheduling work, responding to questions or issues that develop.  To answer the telephone/answer machine and to help patients and staff with their enquiries.  Liaise with Consultants regarding availability for patients related activity and their 'planned' annual leave, in order to re-schedule patient appointments or arrange for team cover.  Ensure, in partnership with the Technology Department, accurate booking of service days when certain units will not be available for use. Ensure all pre-booked slots are maintained  Maintain a safe working environment and ensure Health & Safety Assessments are undertaken and actioned appropriately.  To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty, and responsibility through the application of appropriate behaviors and attitudes.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | |
| 7a. EQUIPMENT AND MACHINERY | |
| The post holder will be able to use a personal computer and will be competent to use all of the following any combination, some of the simultaneously through the working day.  Personal Computer to access all systems required for scheduling and various software packages, e.g. Word, Excel, PowerPoint, Internet/Intranet, E-Mail, Electronic Diaries.  Printers  Telephone / Photocopier Fax  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| Wisdom to access oncology patient notes  ARIA for all radiotherapy appointment bookings, particular use of care paths for booking and communication to other staff groups.  Casper referral system to process and complete the scheduling and inform other administrative staff to contact patient.  Track cancer waiting times data and reports to ensure compliance for booking.  Provide reports from casper and Aria to show department activity.  Report estates repair issues via the estates online system  Departmental quality management system to comply with ISO9001:15  NHS Tayside intranet and network  Microsoft office applications  MS teams for meetings and intra-department communication.  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| After full training in the role, the post holder is directed by the referrals received for radiotherapy and will organise own workload accordingly, using pre-defined carepaths to book the complete pathway for patients. They will be responsible for interpreting the radiotherapy referral and either carrying out the booking themselves or disseminating the pathway with instruction to others (HCSW). They will work in the broad requirements of the role, with discretion to alter their workload to achieve best results. They will be the first line of guidance and support for the HCSW undertaking the booking process where they will look for resolutions to problems highlighted, in cases where they require further input this will be provided by principal radiographers.  They will be directly managed by principal radiographers who will meet with the post holder regularly to have an oversight of department activity. Line manager will carry out appraisal yearly in line with KSF outlines and will have a midyear catch ups to offer support in achieving development goals. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| Post holder will have a degree of self-direction within scheduling Standard Operating Procedures and use own initiative to make decisions on a day-to-day basis to manage workload.  The post holder will be required to manage priorities and competing demands in the radiotherapy department to ensure use of resources are maximised.  Scheduling appointments and bookings for radiotherapy can offer a number of complexities due to the requirement of a number of staff groups to be co-ordinated, the post holder must have confidence to refer to their line manager when required.  With experience and training, the post holder will be required to make decisions on the priority of bookings and referrals.  Receiving booking requests for urgent appointments and deciding on appropriate urgent appointment slot and allocating same.  Taking direct responsibility for the overall handling and accuracy of appointments, ensuring ongoing rigorous checks of data  Booking forms are correctly categorised.  Fluctuations in wait times require monitoring and should be brought to the attention of management and clinical staff. This is a critical aspect of the job in terms of achieving waiting time guarantees.  Recognising when cancellations are made at short notice if any other patient can be booked into those slots.  The post holder will use their knowledge of the booking pathways to instruct others in what a booking requires and offer guidance and problem solving in challenging situations such as lack of capacity. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Completion of a fluctuating daily workload within the timescales, whilst contributing to other demands of the role such as MDT communication and report production.  The role requires good time management skills as it can be extremely busy with conflicting priorities while coping with interruptions, queries and request from other staff members.  Liaising and building good working relationships with clinicians and radiotherapy staff. Managing Interpersonal challenges when engaging and negotiating with senior clinical staff and multidisciplinary staff groups.  Ensuring satisfactory outcome obtained when dealing with anxious patients/relatives.  Patients who are deferred. This requires complex appointments to be cancelled and rearranged, often needing to also telephone the patient to advise of the change.  Training and supervising members of staff in Radiotherapy Bookings, reporting on competency entitlement or concerns to senior members of staff. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Effectively communicate with oncology medical staff, radiographers, service managers, oncology nursing staff, members of own team, clinical scientists (radiotherapy), technical staff (radiotherapy), oncology secretarial staff, chemotherapy staff, patients and relatives.  Contact clinicians, either by telephone or e-mail, when additional information is required or when patients wish changes in circumstances to be made known to the Consultant  Liaise with principal radiographers regarding waiting list adherence and scheduling.  Deal with often highly emotional, possibly aggressive, patients on a daily basis  It is essential the post holder can communicate confidently and professionally in a variety of ways – written, telephone, face to face meetings, electronically.  The post holder must be emotionally capable of supervising and answering enquiries of a sensitive nature from the public where they are extremely anxious and/or distressed.  The post holder is required to use tact and diplomacy when dealing with complaints and can recognise when to escalate to senior management. The post holder is required to show empathy when dealing directly with special requirements and to respect and support peoples’ equality and diversity. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical:**   1. Sitting for long periods at the computer. 2. Lengthy time spent working on computer/viewing screens. 3. The role requires accurate use of processes in defined timescales.   **Mental:**  Full and intense concentration to ensure complete accuracy of work whilst working on competing demands and with constant interruptions.  Interruptions will take the form of telephone, e-mail and personal exchanges and are likely to occur throughout the whole working day.  Be able to manage fluctuations in workload and prioritise tasks.  Constant review of workload required to ensure objectives met.  Mental effort is expected to meet legislative and agreed deadlines as laid down by hospital policies.  To deliver the full remit of the role the postholder requires to have excellent organisation, communication and IT skills which include speed and accuracy.  Confidentiality, diplomacy and discretion are required.  **Emotional:**  Working to strict deadlines to ensure waiting times are achieved and maintained.  Dealing with anxious and upset patients and relatives who have just received a cancer diagnosis and / or an extremely poor prognosis.  Dealing with aggressive behaviour from patients and relatives  Dealing with Medical staff  Patients notes frequently contain sensitive information and material of a highly distressing nature.  **Environmental:**  Shared workspaces can lead to noisy difficult working conditions causing frequent interruptions and stress.  To ensure compliance with NHS Tayside operating policy, the post holder is required to undertake relevant Management of Aggression, Back Awareness and Risk Assessment training. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| Essential:   * Experience working in a healthcare setting would be advantageous * A strong knowledge base of all aspects of health records and information policies. * Fast and accurate Keyboard skills and knowledge of using a PC are essential. * Good general education, including English * Good organisational skills. * Able to communicate well with all disciplines of staff. * Educated to Higher Certificate/A Level Standard * SVQ IV or equivalent Business Administration Qualification or relevant experience * Previous experience in administrative role   Desirable:   * Previous experience in Radiotherapy Bookings, using referral systems, ARIA or similar. * Basic knowledge of anatomy and medical terminology would be required; although training in the terminology specific to cancer and radiotherapy will be delivered if necessary.   Skills   * Proficient IT skills including experience in Microsoft Office software packages. * Ability to work without direct supervision, prioritising own workload. * Strategic Analytic thinking. * Able to motivate self and others. * A working knowledge of NHS procedures and policies * Ability to work under pressure resolving problems and coping with competing demands. * Good time management and trouble shooting skills. * High level of interpersonal/communication skills, organisational and planning skills. * Pleasant and helpful telephone manner.   On Appointment   * Comprehensive training on ARIA – Radiotherapy Management System * Understand and observe through training, all in-house Policies related to e.g.:-  1. Health and safety 2. Moving and Handling 3. Caldicott and Confidentiality (Data Protection) 4. Attendance Policy, etc.         Performance Development Plans (PDP) | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm that the Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |