

Recruitment Person Specification

| | Essential | Desirable |
|---|--|---|
| Qualifications/Training | 1. Educated to Scottish Standard Grade qualifications or equivalent. | 6. |
| Experience | 2. Previous experience in a health care environment. | 7. An understanding of NHS Scotland Patient Waiting times. |
| Skills/Knowledge | <p>3. Understanding of NEW WAYS guideline.</p> <p>Understanding of 18 week referral to treatment guidelines.</p> <p>Excellent communication skills with an emphasis on customer care, including an excellent telephone manner.</p> <p>Demonstrate good organisational skills.</p> <p>Ability to work as part of a team.</p> <p>Computer literacy and a working knowledge of office systems.</p> <p>Numeracy and literacy skills.</p> <p>The ability to work under pressure in a fast pace environment.</p> | 8. A working knowledge of Trak Care PAS and Microsoft Office Suite. |
| Additional job requirements Eg. unsocial hours | <p>4. Flexibility with regards to working with all specialties.</p> <p>Flexibility with regards to working hours.</p> | 9. |
| Any other additional information | 5. | 10. |

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION –

1. JOB IDENTIFICATION

Job Title: Booking Office Co-ordinator – Band 3

Department(s): Business Services

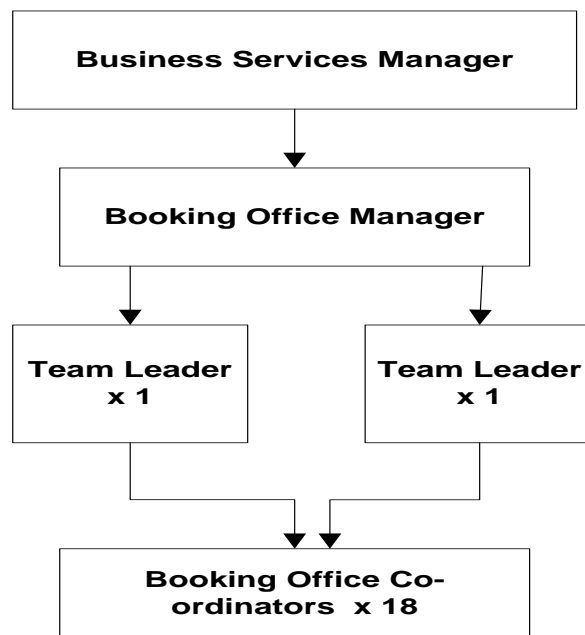
Job Holder Reference:

No of Job Holders: 1

2. JOB PURPOSE

To co-ordinate all administrative activities relating to patient referrals and scheduling of all patient hospital appointments and admissions.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The jobholder has no subordinates and no budgetary responsibilities.
- The jobholder will process approximately 520 patient admissions per month.
- The postholder may have specific responsibility for a 'specialty'
- This position requires the jobholder to liaise with approximately 15 referring boards at any given time.

5. MAIN DUTIES/RESPONSIBILITIES

Referrals

- Ensure the receipt and processing of all patient referrals from NHS boards and all other sources.
- Achieve set quarterly targeted patient numbers, directed by the Managers.
- Communicate and build relationships on a daily basis with colleagues in referring boards.
- Ensure all relevant information is sourced prior to patient admission.
- Ensure all referral information is complete, to facilitate the updating of all NHS Board reports and the validation and transmission of SMR (Scottish Morbidity Records) by medical Records Team.
- Accurately input all patient demographic and appointment information, including OPCS codes in Opera and computerised PAS (Trak Care).

Bookings

- Co-ordinate all patient pre-operative assessment clinics, ward admissions, all theatre procedures and diagnostic/interventional cardiology procedures
- Schedule all patient pre-operative assessment appointments, ward admissions, all theatre procedures and diagnostic/interventional cardiology appointment on the computerised PAS (Trak Care)
- Co-ordinate all patient and escort transport requests.
- Co-ordinate and schedule all patient and escort hotel accommodation requests.
- Compile all patient appointments and admission letters, including all relevant information eg; fasting instructions, pre-op medication requirements.
- Communicate directly with the public either telephonically, in writing or in person regarding admission dates.
- Liase with Anaesthetic Co-ordinator to ensure Consultant Anaesthetic coverage of all theatre lists and to communicate any changes to lists.
- Co-ordinate all cancelled and rescheduled appointments
- Liase with theatre co-ordinator to confirm any special requirements for complex theatre cases.
- Update theatre schedule at regular intervals to enable clinical personnel to view current position at all times
- Record all relevant information on computerised PAS to ensure all external reports for referring boards, are kept up-to-date
- Source consultants to cover theatre/cath lab lists, **as and when required.**
- Operate within the guidelines set out in the Data Protection Act.

Promotes Health & Safety

- Recognise personal responsibility for promoting a safe working environment

6. SYSTEMS AND EQUIPMENT

Extensive use of desktop computer systems is required including word, excel, Trak Care Opera and Net Call.

The postholder is required to:-

- Input data into the computerised systems.
- Update patient data in order to facilitate the generation of management information reports from Report Manager
- Completion and submission of departmental timesheets.
- Process and create electronic patient records.
- Ensure accurate preadmission, patient appointments and theatre scheduling to facilitate accurate patient reporting.

7. DECISIONS AND JUDGEMENTS

- The postholder is required to use their own initiative and is supervised on a daily basis.
- The postholder will persuade patients to attend appointments and admissions sometimes at short notice.
- The postholder is required to source patients for their specific specialty for specific lists, from other NHS Boards and ensure all appropriate patients information is received and recorded.
- The postholder is expected to demonstrate a high degree of discretion in relation to the handling of patient/consultant information.
- The postholder is required to prioritise work load on a daily basis.

8. COMMUNICATIONS AND RELATIONSHIPS

- Communicate and build relationships on a daily basis with referring Board colleagues.
- Communicate and build relationships with consultants/patients/GPs/Booking Office Manager/theatre co-ordinators/anaesthetic co-ordinator/bed manager/nurse managers/ward co-ordinators/transport supervisor/hotel reservations staff/medical records/hospital reception staff /medical secretaries and outpatient department.

9. PHYSICAL DEMANDS OF THE JOB

- Basic Manual handling skills when handling casenotes.
- The post involves sitting at a computer work station for long periods of time.
- Keyboard speed and accuracy.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Reacting to constant changes in demands of referring NHS Boards and dealing with the emotional challenges when dealing with patients, relatives and clinical staff with regards rescheduling of Theatre lists, admissions and patient appointments, following cancellations.
- Ensuring maximum use of theatre and bed space.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Highly developed interpersonal skills
- Excellent communication with an emphasis on customer care, including an excellent telephone manner.
- Demonstrate excellent organisational skills.
- Highly developed tact and diplomacy
- A working knowledge of the Data Protection Act
- Ability to work as part of a team
- Computer literacy and a working knowledge of computer office software systems
- Numeracy, literacy and basic typing/keyboard skills
- Extensive experience in a health care environment
- Basic knowledge of medical terminology
- Demonstrate a high level of discretion and confidentiality
- Demonstrate a high level of flexibility with regard to work schedules
- Demonstrate the ability to operate effectively, under pressure and to strict guidelines

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

Delivering care through collaboration

NHS Golden Jubilee

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www.nhsgoldenjubilee.co.uk

Chair: Susan Douglas-Scott CBE
Chief Executive: Jann Gardner



Recruitment line: 0800 0283 666

Dear Candidate

| | |
|-----------------------|--|
| POST: | Patient Co-ordination Centre Co-ordinator |
| JOB REFERENCE: | 54900 |
| HOURS: | 37.5 hours per week |
| CLOSING DATE: | 15 June 2021 |

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely
Recruitment Assistant

NHS Golden Jubilee General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee (NHSGJ).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- NHSGJ operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

NHS Golden Jubilee Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£20,907 to £22,820 per annum

3. Grade

This post is offered at Band 3

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 hours per week

6. Tenure of Employment

This post is offered on a fixed term basis for a period of 12 months

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

NHS Golden Jubilee

Benefits

NHS Superannuation scheme:

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days' annual leave on appointment
37 days' annual leave after 5 years
41 days' annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.