**JOB DESCRIPTION**

**Job Title:** Senior Booking Administrator

**Managerially** Patient Bookings Team Lead

**Accountable:**

**Purpose of Role**

We are looking for an experienced Patient Administrator to support the Patient Booking Lead with the day to day running of the Emersons Green Patient Booking team.

The Senior Booker will be expected to work within the Patient Booking Team to ensure each specialty is working in accordance with the protocols to ensure each teams KPI’s are met.

If you are passionate about delivering excellent patient care this is the role for you.

**Scope of Role**

We are looking for an enthusiastic individual with a good sense of humour who can support the delivering of exceptional standards to all patients and colleagues. The candidate will need to be confident, resourceful, and calm under pressure, with the ability to work autonomously.

The role demands excellent prioritisation, organisation and computer skills. You will need to be strong on delivering excellent service and driving efficiency to ensure our patients receive the highest standards of care. This is a busy and varied role that requires a keen eye for detail and desire to support a team to be the best they can.

**Keys Tasks and Results**

The duties of the role include:-

* To deputise for the Patient Booking Lead during absence.
* Build and retain good rapport with all other departments within the Hospital by promoting effective communication across all departments.
* To prioritise own day to day workload as well as assisting the specialty teams on a day to day basis to ensure efficient prioritisation of workload.
* Compile monthly rotas for teams, ensuring business needs are met.
* Overseeing training and induction of new staff.
* Handling and responding to queries and complaints and escalating to the Patient Bookings Lead if required.
* Ensure all KPI’s are monitored and met by the team.
* Monitor outpatient and theatre capacity and inform Scheduling and Patient Booking Lead of any shortfall.
* Monitor status of referrals and prioritise with the Bookings Team on a day to day basis to ensure KPI’s for booking appointments and received referrals are met.
* Monitor theatre capacity and theatre bookings to ensure all patients are booked within breach times were appropriate.
* Attend weekly scheduling meetings with detailed information highlighting any constraints and challenges regarding booking that the teams are facing.

**Additional information**

In addition the successful candidate will be required to adhere to the following:

Education and development

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with Practice Plus Group policies and procedures.

Professional

To adhere at all times to the Professional Code of Conduct, and any other professional guidelines/documents. To comply with guidelines issued from time to time by the UK professional body or any other professional association relating to the practice of your speciality, together with guidance issued from time to time by other competent agencies on clinical, medical and ethical issues

Regulatory framework

To adhere at all times to the regulatory frameworks set out by the Care Quality Commission incorporating the requirements for Independent Health Care, as well as The Department of Health Standards for Better Health by working to Practice Plus Group policies and procedures.

The individual will be required to participate in information requirements/ requests as per regulation.

Infection control

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with Practice Plus Group’s responsibility to comply with Government Directives and associated codes of practice and take appropriate action where non-compliance is evident.

Conflict of interest

It is responsibility of all staff to ensure that they do not abuse their official position to gain or benefit their family or friends.

Confidentiality

The post holder must preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and Practice Plus Group business and this obligation shall continue indefinitely. This is also in accordance with the Code of Confidentiality and the Data Protection Act 1998.

Health and safety

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

Risk management

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

Privacy, dignity and respect and quality of opportunity

The treatment centre is committed to ensuring that all current and potential staff patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability sexual orientation, age, marital or civil partnership, religion or belief. Staff will be supported to challenge discriminatory behaviour. In particular staff will protect the privacy and dignity of all patients at all points of their contact with the organisation. It is paramount that staff deal sensitively with individual circumstances and adhere strictly to the single sex requirements.

Vulnerable Adults Abuse
The patients referred to us for care must be able to trust that not only will they be safe from any abuse, bullying or intimidation from any member of staff but that suspicions of external abuse will be dealt with appropriately.

Raising Concerns
It is everyone’s responsibility to draw attention to any practice or behaviour which could put patients or staff at risk.

Equal opportunities

Practice Plus Group is committed to promoting equal opportunities in employment and will keep under review its policies and procedures to ensure that the job related needs of all staff working in Practice Plus Group are recognised.

Practice Plus Group will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements of the job.

This job description is subject to change in consultation with the post holder to take into account changing organisational needs.

Signature Date

Signature of

Head of Department Date

**Practice Plus Group**

**PERSON SPECIFICATION FORM**

**Post title:** Senior Booker

**Department:** Administration

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| **Factors** | **Essential** | **Desirable** |
| 1. Physical requirements
 | * Satisfactory Occupational Health clearance for the role specified

Satisfactory relevant DBS clearance  |  |
| 1. Education and qualifications
 | * Good general education, GCSE/O’level standard including English or equivalent
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| 1. Previous experience
 | * Proven experience of managing a complex and varied workload
* Demonstrable administration skills
* Proven experience of delivering excellent client service
 | * Healthcare experience
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| 1. Skills knowledge and abilities
 | * Calm and resourceful
* Good problem solving skills and a solution focused approach
* Strong IT skills, with excellent attention to detail and accuracy
* Ability to motivate and engage a team
* Strong communication skills
* Ability to work flexibly within the needs of the service
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| 1. Aptitude and personal characteristics
 | * Desire to work in a patient centred environment
* Professional yet with a good sense of humour
* Team player with a hands on attitude
* Commitment to personal development
* Polite, friendly and approachable manner
* Understands the need for and will adhere to the Practice Plus group policies and values
* Willing to learn new skills and gain new or additional competencies
* Motivation to provide a high standard of service
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