**JOB DESCRIPTION**

**Title: Outpatients Clinic Coordinator**

**Managerially** OPAT Administration Lead **accountable to:**

**Professional** EGDOutpatient, and Endoscopy Manager

**accountable to:**

**Purpose of role**

The primary purpose of the role is to coordinate the flow of patients arriving in the Outpatients department to ensure that the patient experience is optimised and patient journey times through the department are minimised.

The Outpatient Coordinator is the central point of contact for the patient and as such liaises with clinicians and other hospital teams to put the patient at the centre of the service delivery.

To organise and manage the tracking of patient notes from Outpatients to the relevant departments

Identify opportunities to enhance and improve the patient experience within Outpatients Pre-Assessment team within Practice Plus Group Emersons Green Hospital.

**Scope of role**

The role reports to the OPAT Administration Lead

Liaise with patients and relatives, clinical staff and other teams within the hospital.

Coordinate processes and people to ensure a smooth flow through the outpatient department.

**Competencies**

Understands the importance of the patient and places them at the centre of service.

Works as an effective team member and understands the importance of team working in the delivery of high quality patient care

Excellent organisational skills to organise self as well as activities and patient flows in the department.

Display excellent two-way communication with patients, families and colleagues. Able to overcome barriers to understanding patient’s whose first language is not English.

To effectively communicate with all medical, nursing and staff of other disciplines concerning the care of the patient.

To be able to identify own development needs, seeking assistance where necessary

**Responsibilities**

* To actively manage the patient’s journey around the department and monitor patient flow.
* To book relevant future appointments for patients
* To assist with the departmental clerical/administrative duties, to include but is not limited to tracking of patient notes, photocopying, ordering of internal and external stationery supplies, printing of patient information leaflets.
* To be responsible for the safeguarding of confidential patient records
* To be responsible for distributing the patient clinic lists and organising the patient files.
* To provide administrative support to the OPAT and Endoscopy Manager.
* To identify opportunities to enhance and improve the patient experience within Outpatients.
* To complete/ attend mandatory study sessions and workshops as requested.
* To update skills and knowledge as required by Practice Plus Group. And ensure understanding and application of all relevant policies and procedures & to ensure that they are adhered to.

**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.

**Safeguarding**

Are responsible for ensuring that staff is aware of how to act upon and report any circumstances where they have a concern for the welfare of an adult or child.

This includes being responsible for:

* The completion of an on line e learning module on Safeguarding adults and Child Protection
* Attending face to face local safeguarding and child protection training
* Reading the Practice Plus Group Safeguarding policy and the local operating procedures for raising a concern and making appropriate onward referrals.
* Being familiar with where the local flowcharts for accessing safeguarding support are held
* Ensuring that they are able to demonstrate compliance to this policy and their safeguarding local operating procedures through undertaking safeguarding audits.
* Ensuring that they are able to identify the local safeguarding lead in their place of work.
* Report any safeguarding concerns to their manager as indicated in the policy.

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

**PERSON SPECIFICATION FORM**

**Post title:** **Outpatients Coordinator**

**Department:** Outpatients

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| **Factors** | **Essential** | **Desirable** |
| 1. Physical requirements
 | * Satisfactory Occupational Health clearance for the role specified
* Good attendance record
* Have a satisfactory DBS clearance
 | Driving licence |
| 1. Education and qualifications
 | * Excellent spoken and written English
* Good general education
* Evidence of regular attendance at training days
* NVQ qualifications or recognised training in Administration
 | * + NVQ level 3 training in Administration
 |
| 1. Previous experience
 | * Recent experience working within an acute or elective healthcare environment
* Role where people and processes were coordinated.
* Recent public facing experience
 | * + Previous experience within an Outpatient Department
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| 1. Skills, knowledge and abilities
 | * Intermediate Excel, Word, PowerPoint and Outlook skills
* Good communication skills
* Numerate and literate
* Ability to work flexibly within the needs of the service
* Evidence of ability to work collaboratively in a multidisciplinary team.
* Ability to plan and prioritise own workload as appropriate when under pressure.
 | * + Knowledge/Experience of pre-assessment clinics
	+ Experience Knowledge of Care Pathways
 |
| 1. Aptitude and personal characteristics
 | * Friendly
* Self motivated
* Positive
* Excellent customer relations.
* Polite, friendly and approachable manner
* Tidy appearance
* Understands the need for and will adhere to Practice Plus Group policies
* Willing to learn new skills and gain new or additional competencies
* Motivation to provide a high standard of service
* Abe to deal with stressful situations
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