**Purpose:** To provide a high standard of customer service to hospital stakeholders to ensure a positive and highly efficient patient experience.

**The post holder will**:

* Undertake scheduling duties relevant to the coordination of the hospital’s activity timetable, including outpatient clinics, theatre sessions and ACU procedure sessions
* Undertake a wide range of administrative duties linking in with other key areas to ensure smooth running of the department in accordance with all policies, procedures and guidelines
* Work in close liaison with Consultants and Medical staff, responding immediately and effectively and understanding where more complex queries should be directed to
* Demonstrate a good understanding of the delivery of Key Performance Indicators relevant to access and treatment targets

Patient Administration Manager

Pathway Team Leader Referral Management

Eye Unit Administration , Patient Appointments & Scheduling Coordinator

Deputy Pathway Team Leader Referral Management

**Appendix B : Role Profile – Scheduling Coordinator**

**Measurement**

Delivery of relevant KPI’s and Service Standards

Comply with the Hospital’s policy and procedures

Adhere to all regulatory CQC administrative requirements

Comply with data protection and confidentiality in all day to day activities

Be familiar with, and work in line with the hospital’s Values.

Performance will be measured against the specific objectives, targets and behaviours as identified and agreed within the PDR

Comply with all mandatory and statutory training

xxxxxxxxxxxx

**Values**

**Key Result Areas**

* Ensure all incoming enquiries and requests are handled promptly and are managed appropriately and efficiently.
* Undertake clinic, theatre and wait list scheduling, formatting templates and setting up of clinics and theatre lists on the Hospital PAS system
* Assist the Consultant Liaison Manager with Consultant contact regarding either additional or reduction in clinics/lists to meet access and treatment targets
* Liaise with the Consultant Liaison Manager and Senior nursing staff within the clinical areas regarding any significant issues that may impact on the achievement of hospital KPI’s
* Undertake a wide range of work procedures using complex or sensitive information, and using own initiative.
* Ensure all information data is kept secured and is correctly recorded in the appropriate systems
* Ensure a good level of interpersonal skills and emotional intelligence to deal with frequent interruptions and a variety of demands from a variety of sources

**Skills and Experience**

* Excellent customer-centred approach
* Previous relevant experience
* Customer care qualification or willingness to work towards
* Relevant experience within a healthcare/customer centred environment
* Excellent IT skills i.e. APAS, Microsoft Office and other applications relevant to the role
* Proven ability to undertake multiple tasks under pressure
* Methodical and well organised with a high level of attention to detail
* Demonstrates team working ethos
* Effective verbal and written communication using tact, discretion and diplomacy

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business
