**Purpose:** Contribute to and deliver Organisational Development aspects of the Development Strategy.

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

**Role Profile – Scheduling Coordinator**

**Values**

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


**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

**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

**Departmental Structure**

|  |  |
| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |