

Waiting List Manager

Department: Health and Community Services (HCS)

Division: Group Managing Director

Reports to: General Manager

JE Reference: HCS1003

Grade: 10

Job purpose

This role is responsible for successful management of the Hospital Waiting List, ensuring all patients are treated in line with the HCS Patient Access Policy, supporting the provision of consistently high-quality patient care, and equitable access for all patients across hospital services. The role will manage the patient booking process following HCS appointment booking policies and guidelines

Job specific outcomes

1. To oversee the management of the Waiting List service on a day to day basis and to ensure that all admissions/appointments are booked in keeping with clinical priority and in chronological order so that waiting list/times are met in line with departmental KPIs.
2. To ensure that waiting list practices and procedures are uniformly adopted within the Specialties and Bookings Team, in line with the HCS Patient Access Policy.
3. To contribute to the achievement of waiting list reduction in the management and administration of regular waiting list meetings.
4. To manage the administration of the Scheduling Meeting and the 6-4-2 booking process to ensure lists have assigned clinicians and are fully utilised, with any changes fully communicated to the appropriate staff.
5. To build and maintain the theatre/clinic lists in the hospital's Patient Administration System.
6. Plan and implement the theatre/clinic timetable for an appropriate public/private share.
7. To ensure appropriate input from stakeholders at waiting list and scheduling meetings with up to date information on list scheduling and specialty level performance in order to assist with session planning.
8. To provide information, analysis and advice to General Managers, Consultants, Business Units and other relevant authorities to ensure list utilisation is optimised.
9. To identify areas of concern, investigate possible solutions and to recommend corrective action. To escalate to the Business Manager when any specialities fail to meet objectives.

10. To provide direct line management to the Booking Team.
11. To provide cross cover arrangements for the Booking Team Supervisor and the partner Waiting List Manager roles during periods of absence.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Management qualification or equivalent experience.</p> <p>Evidence of ongoing professional development.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of using patient administration systems.</p> <p>Understanding of the current theatre booking process.</p> <p>Application of capacity and demand principles.</p> <p>To have and maintain an in-depth knowledge of operational processes and procedures which impact on waiting list management</p>	<p>Good understanding of clinical governance and related matters.</p> <p>Knowledge of health waiting list management</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Possess analytical and problem-solving skills.</p> <p>Demonstrable skills using applications such as Microsoft Word, Excel, PowerPoint and Project.</p> <p>Experience of making presentations, negotiation and influencing skills.</p>	<p><i>Knowledge of TrakCare systems</i></p>

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to engage with internal and external stakeholders, including clinical workforce, and ability to professionally challenge any views, responses or decisions.</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to work on own initiative and to make decisions where appropriate.</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations.</p> <p>Ability to use information to effectively support performance improvement.</p> <p>Ability to convert agreed plan into key operational objectives and ensure that these are achieved.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working at an operational level within a Health or Care setting in order to understand service demands.</p> <p>Experience of people management.</p> <p>Leading project areas or work streams, preferably in the elective care setting.</p>	<p>Experience at a senior/ supervisory level to include OPD clinics and theatre systems.</p>
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Adhere to departmental safeguarding policy</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.