

## Endoscopy Admission Clerk

---

**Department:** Endoscopy Unit

**Division:** Medicine

**Reports to:** Endoscopy unit manager

**JE Reference:** HCS1010

**Grade:** 6

**JE Date:** 11/2/2021

### Job purpose

This role is to take responsibility for ensuring that the Endoscopy unit has patients booked into all lists.

To take responsibility for ensuring that patients are booked according to need, taking into account waiting lists.

To assist the unit manager by contributing to the strategic aims of the department with regard to waiting lists.

### Job specific outcomes

To deal with patient/doctor/nurse queries regarding all appointments.

To organise urgent inpatient bookings.

To be aware of and to book patients according to the restrictions of the unit, to infection control protocols and to the needs of specific procedures or doctors.

To arrange all appointments with patients both by telephone and mail, ensuring they have the correct instruction for their procedure including -: fasting instructions, diet instructions, prescriptions and information leaflets.

To create and maintain the unit booking diary. To be responsible for patients being booked into the diary and on the three IT booking systems used by the department.

To create and update the unit stats regarding the number of procedures performed, the number of patients waiting, and provide data according to each consultant as required by the unit manager.

To maintain the planned and repeat waiting lists/files, so that patients are recalled for check procedures in the correct chronological order.

To follow the points system for ensuring all lists are at capacity, including liaising with the private secretaries and booking private patients on to the IT systems as per unit protocols.

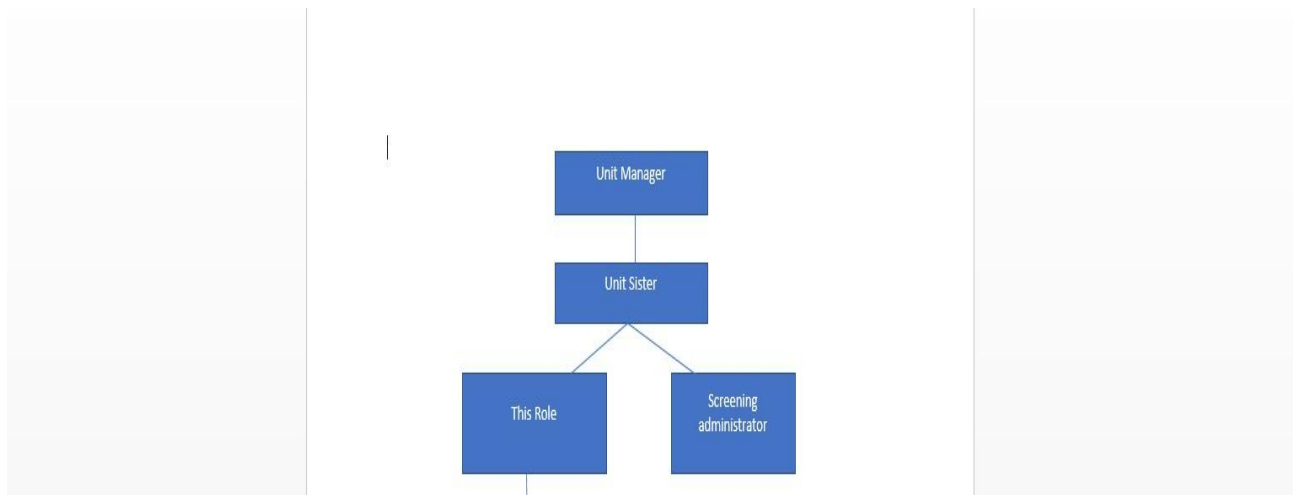
### Statutory responsibilities

N/A to this role

**Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)**

N/A to this role

**Organisation chart**



**Person Specification**

**Specific to the role**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to A level standard with a mature attitude, or specific occupational training relating to the booking of patients or the use of hospital IT systems.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>A good knowledge of windows, excel and Microsoft systems.</p> <p>O level standard human biology or experience of working with hospital terminology.</p>	<p>Knowledge of TrackCare, or other hospital IT systems.</p> <p>The ability to correctly advise patients regarding medications following unit guidelines.</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>		

<p><b>General Skills/Attributes</b> <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>Excellent verbal communication skills, able to speak with patients on the phone, to give clear instructions.</p> <p>Able to deal with difficult situations, and to communicate effectively with people at all levels.</p> <p>Able to work under pressure, responding with a tactful calm reassuring attitude.</p>	<p>A sense of humour.</p>
<p><b>Experience</b> <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>Able to maintain patient confidentiality.</p> <p>Able to maintain a filing system with patient letters and requests for procedures.</p> <p>Accuracy and attention to detail is essential for this role.</p> <p>A mature attitude in talking to patients about embarrassing issues.</p>	<p>Experience of maintaining patient records.</p> <p>Dealing with medical staff in an administration capacity.</p> <p>Working in a pharmacy or other area to be familiar with patient medications. Previous experience of booking or dealing with patients.</p>
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		<p>Awareness of potential safeguarding issues</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.**