

## Surgical Admissions Clerk

---

|                    |                               |                            |
|--------------------|-------------------------------|----------------------------|
| <b>Department:</b> | Health and Community Services |                            |
| <b>Section:</b>    | Surgical Service Care Group   |                            |
| <b>Reports to:</b> | Theatre List Scheduler        |                            |
| <b>JE Ref:</b>     | HCS1106                       |                            |
| <b>Grade:</b>      | CS06                          | <b>JE Date:</b> 05/05/2022 |

### Job purpose

This role is to take responsibility for ensuring that the surgical theatre lists 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 Theatre List Scheduler and Patient Waiting list 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 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 Theatre List Scheduler.
- To maintain the planned and repeat waiting lists in the correct chronological order.

## Surgical Admissions Clerk

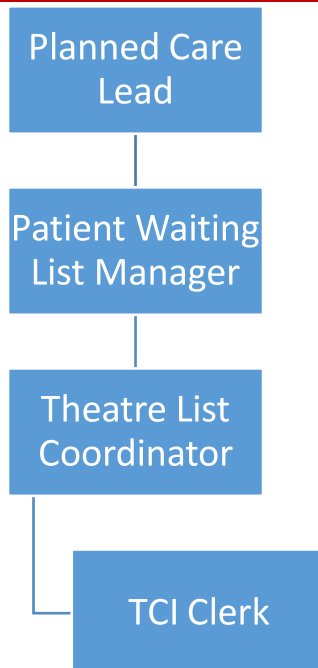
- To follow the 6-4-2 process for ensuring all lists are at capacity, including liaising with the private secretaries and booking private patients on to the IT systems as per protocols.

### Statutory responsibilities

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

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Organisation chart



## 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   |
|--------------------------------------|---|---|
| <b>Qualifications</b>                | 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.   |   |
| <b>Knowledge</b>                     | <ul style="list-style-type: none"> <li>• A good knowledge of windows, excel and Microsoft systems.</li> <li>• O level standard human biology or experience of working with hospital terminology</li> </ul>  | Knowledge of TrackCare, or other hospital IT systems. The ability to correctly advise patients regarding medications following unit guidelines. |
| <b>Technical / Work-based Skills</b> | <ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbally to people of different backgrounds and anxiety levels with the ability to build a rapport and Trust over the telephone</li> <li>• Data Protection knowledge</li> <li>• IT literate</li> </ul> |   |

|   |   |  |
|---|---|--|
| <p><b>General Skills/Attributes</b></p>         | <ul style="list-style-type: none"> <li>• Excellent verbal communication skills, able to speak with patients on the phone, to give clear instructions. Able to deal with difficult situations, and to communicate effectively with people at all levels. Able to work under pressure, responding with a tactful calm reassuring attitude.</li> </ul> |  |
| <p><b>Experience</b></p>                        | <p>Able to maintain patient confidentiality. Able to maintain a filing system with patient letters and requests for procedures. Accuracy and attention to detail is essential for this role. A mature attitude in talking to patients about embarrassing issues.</p>  | <ul style="list-style-type: none"> <li>• Experience of maintaining patient records. Dealing with medical staff in an administration capacity. Working in a pharmacy or other area to be familiar with patient medications. Previous experience of booking or dealing with patients.</li> </ul> |
| <p><b>Criteria relating to Safeguarding</b></p> | <ul style="list-style-type: none"> <li>• Awareness of potential safeguarding issues</li> </ul>  |  |

Surgical Admissions Clerk



**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.**