



# CARDIORESPIRATORY BOOKINGS TEAM LEADER

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job





## JOB DESCRIPTION

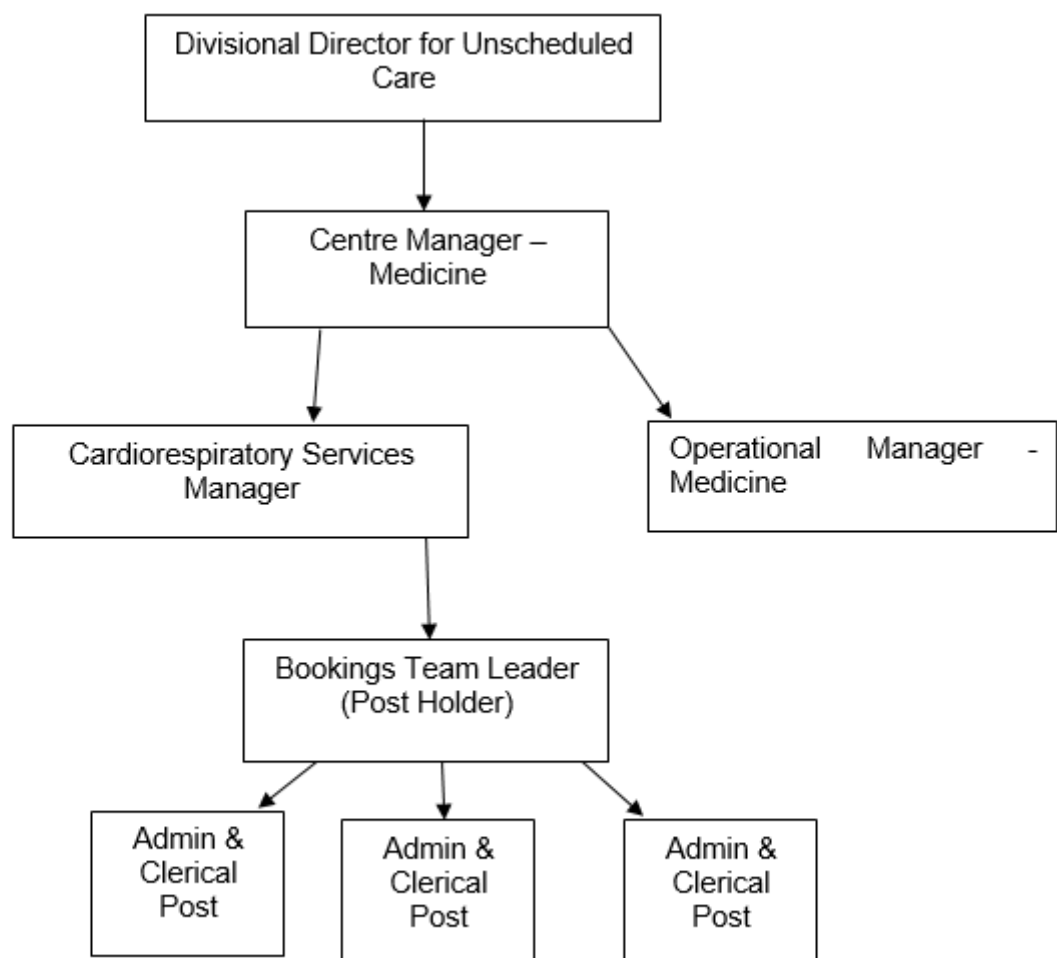
<b>Job Title</b>	Cardiorespiratory Bookings Team Leader
<b>Band</b>	4
<b>Directorate</b>	Medicine and Emergency Care
<b>Accountable to</b>	Cardiorespiratory Services Manager
<b>DBS Required?</b>	Yes- Standard

## JOB PURPOSE

- Line Manager for a Booking Team, seeking support from Cardiorespiratory Services Manager, when necessary.
- You will be part of, and responsible for a busy administrative team which works closely as part of a multidisciplinary department. The Admin team receives a large number of queries via phone and in person and is responsible for bookings at 3 different sites – both SaTH sites and the Community Diagnostic Centre, at Hollinswood House.
- Ensure the smooth day to day operational performance of your team. Managing HR issues relating to, including but not exclusively, sickness, absence, appraisal, management of performance and conduct, training including statutory training, health and safety.

- Efficiently and effectively co-ordinate the flow of information to ensure there is effective co-operation between departments and service delivery units across the whole patient pathway.
- To actively seek to ensure that all patients are treated within national and local targets.
- Where these targets are not likely to be met; to proactively take steps to ensure that patient's investigation and treatment schedules are brought back within target.
- To understand the pathway of each individual patient; monitoring their progress and ensuring timely intervention is achieved.
- Develop administrative systems consistent with the service improvement programme to streamline the patient journey and improve the quality of patient care.

#### Organisational Position:



## Main Duties and Key Responsibilities:

### Patient Pathway co-ordination

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of patients at various stages in their clinical journey.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained.
- To challenge the progress of patients' journeys with all members of the clinical team (Consultants, Physiologists/Healthcare Scientists etc).
- To persuade clinical service providers to alter existing appointments to ensure the clinical pathway is maintained.
- Where personal intervention is unsuccessful, to identify through the escalation policy to the Service Delivery Manager any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- To communicate alteration to planned appointments directly to patients and their carers.
- Deal with non-clinical queries from general practitioners and members of the multidisciplinary team.

### Data Management

- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required, recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Provide regular feedback to each Centre.

### Service Improvement

- Support Trust-wide modernisation of clinical services to improve the speed of patient access to consultation, diagnosis, and treatment.
- Record and interpret data on processes as required.
- Support clinical teams to improve the patient and carer experience.

### Supervision and Training

- The post holder will be required to supervise junior staff within the department, and to provide training and support to data entry clerks within their speciality.
- The post holder will be required to train new members of staff.
- The post holder will be required to teach other staff members in the Trust the principles of Patient Pathway Co-ordination.

### **Miscellaneous**

- Work alongside and in conjunction with other Patient Pathway Co-ordinators to provide cover and support and to share best practice.
- The post holder will be expected to assist in covering the admin team in the event of sickness/annual leave.

### **Systems and Equipment:**

- Trust PAS systems – SemaHelix/Careflow/Cris
- MS Office packages
- National data systems

### **Decisions, Judgements and Freedom to Act:**

- The post holder is expected to take responsibility to manage the co-ordination of many patients' pathways.
- Through use of the Trust's escalation policy and other guidance, the post holder is expected to manage problems within the overall guidelines of the patient pathway
- To ensure that administrative and clerical functions are carried out to the highest quality standards and in a timely manner.
- To identify to the Booking Services Support Manager any areas of concern.
- To identify potential solutions to ongoing problems and be proactive in implementing solutions.
- To propose to clinical teams changes in the overall pathway that would benefit patients care, and work with the team to implement these changes.
- To provide data to monitor patient progress through the systems.
- To evaluate and contribute to the development of this role.

### **Communication and Relationships:**

- Communicate effectively with all members of clinical teams in relation to their services.
- Communicate alteration to planned appointments directly to patients and their carers.
- Maintain confidentiality at all times.
- Specifically, communicates with:
  - Consultant Medical Staff
  - Senior Physiologists/Healthcare Scientists and other Health Care Professionals.
  - Centre Managers
  - Other Pathway Co-ordinators (Trust wide)
  - Lead Clinicians
  - Divisional Managers



- CNS's
- Staff in other Centres (eg Radiotherapy, Radiology Pathology ...)
- Related Staff in other Trusts.
- Ward Managers, Ward Clerks and other Nursing staff.
- Medical Secretaries and Medical Records staff.

#### **Physical, Mental and Emotional Demands of the Post:**

- The post requires prolonged periods of concentration on a frequent basis to ensure that multiple information points for patients' journey are appropriately integrated.
- The work patterns are unpredictable and require the post holder to be prepared to respond to many different requests at very short notice. Multiple interruptions and re-prioritisation of multiple key work streams is essential.
- The post requires the post holder to constantly review the records of patients at various stages of their journey from diagnosis to final treatment or care.
- The Patient Pathway Co-ordinator is also expected to contact patients with serious illnesses regarding their appointments and treatment dates.

On a daily basis the post holder will be required to/be/have:

- Accurate
- Attention to detail
- Meet deadlines
- Good communication skills
- Ability to prioritise workload
- Use own initiative
- Professional manner
- Co-ordination
- Concentration
- Empathetic and compassionate



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>5 GCSE/O levels including English language and Mathematics.</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Data Collection and Validation.</li> <li>Experience of working with in a health care environment.</li> <li>MS office applications.</li> <li>Fully PC literate.</li> <li>Evidence of Knowledge of Medical Terminology.</li> <li>Advanced keyboard skills.</li> <li>Ability to report and present information.</li> <li>Ability to work to tight deadlines.</li> <li>Excellent Organisational Skills.</li> <li>Knowledge of medical terminology related to Cardiology and Respiratory tests and conditions. As well as other medical terminology.</li> </ul>	<ul style="list-style-type: none"> <li>Medical Terminology.</li> <li>Patient pathway.</li> <li>Understanding of NHS plan /18-week pathway.</li> <li>Hospital IT systems.</li> </ul>

## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Excellent Communication Skills.</li> <li>• Ability to work well within a team.</li> <li>• Able to prioritise own work and take ownership of this.</li> <li>• Methodical and Accurate.</li> <li>• Working under pressure to tight deadlines.</li> <li>• Self-motivated.</li> <li>• Flexible to meet needs of service.</li> <li>• Ability to work on own initiative.</li> <li>• Competent to work in role with minimal supervision and geographically remote from line manager.</li> <li>• Demonstrates a caring and responsible attitude.</li> <li>• Places patient in centre of all they do.</li> <li>• Receptive to change.</li> <li>• Values others ideas and opinions.</li> </ul>	

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Flexible to meet service needs.</li> <li>• Able to meet travel requirements of post.</li> </ul>	

# GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)



# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital