**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Appointment & Clinic Coordinator**

**Location: Wish Park Surgery**

1. **JOB PURPOSE**

* To update the on call rotas for the clinical team
* To provide accurate and timely rotas and timetables for medical staff working at the surgery
* To take key responsibility in providing administrative support in relation to the working patterns of GPs, nurses and trainee clinicians

* To be responsible for communicating future rotas and any changes to rotas to all relevant parties
* To manage the rotas on a day to day basis, ensuring cover is provided in the event of sickness and absence and appropriately deploying staff as necessary
* To act as a central point of contact for rota co-ordination and rota queries
* To ensure unresolved rota issues are escalated appropriately to the Practice Business Manager
* To coordinate the recall system for management of long term conditions
* To work with the Business Manager and partners to ensure that we deliver appointments as required for QOF
* To manage other ad hoc type appointments eg 6 week baby checks, medicals
* To resolve complaints and feedback from patients in relation to appointment booking concerns
* Other support to the Business Manager as required

1. **DIMENSIONS**

* The post holder will work closely with the Practice Business Manager and Practice Partners.
* The post holder will be required to work for long periods of time with frequent use of VDU and keyboards.
* The post holder will require excellent interpersonal skills, with the ability to communicate with all levels of staff across the Practice, as well as outside agencies.
* The post holder will need to be resilient and able to work under constant pressure, with competing demands on their time.

1. **KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED**

* A good knowledge and use of IT Systems e.g. excel and system one
* Develop a good knowledge of current policies and procedures
* Develop an in-depth knowledge of rota management
* Develop a good understanding of QOF
* Develop an understanding for operational management of the Practice
* Possess excellent communication skills, with the ability to negotiate, facilitate and utilise persuasion skills across a broad spectrum of staff disciplines
* Ability to maintain close working relationships with the medical and administration staff
* Ability to organise and oversee induction programmes for junior doctors and relevant trainees
* Ability to maintain rotas to a minimum of 8 weeks in advance, advising the Practice Manager of any changes to medical workforce, as appropriate
* Receive and process telephone calls

* Excellent I.T. skills

* Maintain absolute patient confidentiality at all times in accordance with Practice policy and the legal framework such as GDPR

1. **KEY RESULT AREAS**

* Coordinate staffing and room resource for clinics and any additional ad hoc clinical activity
* Ensure medical staff absence is communicated to Practice staff
* Recall systems are in place for long term conditions and QOF
* To work with the Practice Business Manager and Partners to maintain good rota cover
* Administer arrangements for locum GP cover, including liaising with locums and agencies
* To record doctors’ annual and study leave

* To have a discrete manner at all times to deal with sensitive and confidential issues such as compassionate leave and sick leave
* To deal with and resolve queries from doctors regarding annual, study, special, paternity and maternity leave entitlement, terms and conditions, etc on a daily basis
* Contribute to the on-going review and improvement of local processes; identifying issues and assisting with finding and implementing appropriate solutions
* Attend and contribute to team meetings as appropriate

1. **COMMUNICATIONS & WORKING RELATIONSHIPS**

* To have good written communication skills
* Excellent interpersonal skills, with the ability to communicate with all levels of staff
* Requires negotiation, facilitation and persuasion skills
* Attend and contribute to team meetings as appropriate

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER**

1. **JOB DESCRIPTION AGREEMENT**

Job holder's Signature: Date:

Surgery Signature: Date:

Title:

**Person Specification for the post of: Appointment & Clinic Coordinator**

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

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| **ATTRIBUTES** | **REQUIREMENTS** | | **METHOD OF ASSESSMENT** |
|  | **ESSENTIAL** | **DESIRABLE** |  |
| **QUALIFICATIONS** | 5 GCSE passes |  | Application form interview |
| **EXPERIENCE** | Office experience, knowledge and competent use of Word, Internet, and e-mail.  Has worked in a role requiring strong customer focused approach to work and some judgement in decision making | Previous rota co-ordination and rota management experience  Knowledge of system one  Experience working within the Health Community | Application form  Interview |
| **PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)** | Excellent interpersonal skills  Proven organisational ability  Proven negotiation, facilitation and persuasion skills  Ability to prioritise workload  Communicates effectively with a range of people |  | Application form interview  References |
| **DISPOSITION/ ADJUSTMENT/ ATTITUDE** | Professional manner  Adaptability and flexibility  Team worker  Remain calm under pressure  Ability to handle difficult enquiries with tact and diplomacy |  | Interview  References |
| **TRAINING** | Willing to undertake training  Able to take training in relevant IT systems |  | Application Form  Interview |
| **ADDITIONAL**  **CIRCUMSTANCES** |  |  |  |