



## ENDOSCOPY BOOKING 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

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>	<b>Endoscopy Booking Team Leader</b>
<b>Band</b>	<b>4</b>
<b>Directorate</b>	<b>Surgery, Anaesthetic and Cancer</b>
<b>Accountable to</b>	<b>Centre Manager</b>
<b>DBS Required?</b>	<b>Yes</b>

## JOB OVERVIEW

- The post holder is responsible coordinating work in the Endoscopy booking office, ensuring the smooth running of the Endoscopy booking team and Endoscopy lists across both sites.
- To ensure waiting lists are managed effectively and issues are escalated to senior staff as necessary.
- The post holder will be responsible for the daily operational management of the booking office ensuring call up, capacity and utilisation of all sessions.
- The Team leader provides support to the Management Team.
- To understand the diagnostic pathway of each individual patient; monitoring progress and ensuring timely intervention is achieved.
- To develop excellent working relationships with clinical and non-clinical staff within the department and across the Trust.
- To support the initiatives required to deliver the Trust's visions.
- To provide day to day line management of the Endoscopy booking team including all line management duties, sickness, appraisals, meeting minute taking and rostering.
- To support and provide a comprehensive training package to all new members of the Endoscopy booking team.

- Develop administrative systems consistent with the service improvement programme to streamline the patient journey and improve the quality of patient care.
- To ensure that systems and processes are in place to enable the national targets to be met as part of Endoscopy Services.
- To work in collaboration with all Endoscopy Co-ordinators providing assistance to ensure an accurate booking and scheduling service is provided.
- To establish and develop administrative procedures in order to provide a seamless Endoscopy service.
- To be responsible for the accurate scheduling and producing audit reports/information required by the Endoscopy Unit.
- To be responsible for ensuring effective communication systems are in place and to be the main point of contact for all enquiries in relation the Endoscopy service.
- To provide support and training to all relevant staff in relation to the Endoscopy services across site.
- The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload; providing and receiving complex information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.

## 2.0 KEY ACCOUNTABILITIES

### MAIN RESPONSIBILITIES

- 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
- To be responsible for managing the daily monitoring and adjustment of endoscopy bookings to ensure efficient utilisation of allocated sessions.
- Work in close liaison with Endoscopy Operations Manager to ensure cover and sufficient capacity is available 6 weeks in advance of lists.
- To challenge the progress of patients' journeys with all members of the clinical team (Consultants, Nursing etc).
- Where personal intervention is unsuccessful, to identify through the escalation policy to the Endoscopy Co-Ordinator any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- Ensure daily tasks in the Endoscopy Booking Office are completed and standards maintained.
- To communicate alterations to planned appointments directly to patients and their carers.
- Deal with non-clinical queries from general practitioners and members of the multidisciplinary team.
- Manage multiple tasks, a significant and substantial number of which are non-routine ensuring that deadlines are met.
- Register patients on to the waiting list for clinical code procedures using the computerised patient administration system.
- Book patients in for their procedures using the computerised patient administration system and provide non clinical information and advice.
- To work on own initiative and monitor closely, on a daily basis, waiting list reports and action, accordingly, reporting bottlenecks and avoiding breaches.
- Validate patients RTT status on the waiting lists as per policy by contacting the patient either verbally, or by post, to establish their status.
- Attend and actively participate in various PTL meetings to ensure the smooth progression of patients.
- To be the main link for all cancer MDT tracking queries, and RTT queries.
- Ensure all relevant patient information, including GP home address, alternative contact numbers, holiday dates are accurate and record details of all patient communications, episodes and case notes tracking on the computer system.
- Manage a team of non-clinical admin and clerical staff within the Endoscopy team to include delegation of tasks and monitoring of work quality.
- Provide advice and support to the clerical staff as required.
- Respond to the day-to-day concerns of the admin and clerical staff, displaying tact and empathy when dealing with complex, confidential and sensitive issues.
- Maintain records i.e., databases, files, room bookings systems etc and respond to queries from staff within the division, offer support/guidance re: issues/concerns, e.g., annual leave entitlement, appraisals etc.



- Contribute to administrative service development.
- To support the development and implementation of relevant service area audits.
- Work to SaTH policies and procedures.
- Support the effective management and delivery of key projects within the team.
- Ensure patients are dated within their appropriate clinically defined timeframe.
- Using own initiative and comprehensive knowledge base to evaluate a range of options to optimise the endoscopy sessions.
- Ability to know when to refer any issues to Consultant / Line Manager / Operational Manager
- In accordance with the trusts Management of Patients Access Policy remove patients and inform patients and GP.

#### **Information and communication**

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- Use IT software and information management data on a regular basis, creating and developing reports to support self-improvement and performance among clinical teams.
- To ensure, with the Operations Manager, that effective communication takes place within the Centre in order that staff are regularly briefed about matters affecting themselves, the Centre and the Trust as appropriate.
- To assist and make recommendations on any changes to the Centre's information systems.
- To bring to the attention of the Operations Manager any issues which will impact on service provision.
- The post holder is expected to contact patients directly regarding sensitive matters, providing non-clinical advice in relation to appointments and treatment dates.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Provide regular feedback to Endoscopy Co-ordinator.
- Support Trust-wide modernisation of clinical services to improve the speed of patient access to diagnosis.
- Record and interpret data on processes as required.
- Support clinical teams to improve the patient and carer experience
- Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.
- Exercise independent judgement and initiative based on acquired experience and knowledge when problems arise by taking the appropriate action.

**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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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

#### **Clinical Governance**

- Ensure clinical risks are identified, reported and managed within the Centre and adhere to Trust Clinical Governance Policy

#### **Physical effort**

- There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.

#### **Mental Effort**

- There is frequent requirement for concentration where the work pattern is predictable and occasional requirement for prolonged concentration
- 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.

#### **Emotional effort**

- There will be occasional exposure to distressing or emotional circumstances

#### **Working conditions**

- There is a requirement to use VDU equipment more or less continuously on most days.

#### **General Duties**

- To take personal responsibility for professional self-development with regard to keeping up to date with computer software and NHS issues.
- To perform all duties in the line with the Trust's Equal Opportunities Policy.
- Comply at all times with the requirements of the Health and Safety Regulations and take responsibility for the health, safety and welfare of colleagues, patients and visitors.
- Ensure confidentiality on all matters obtained during the course of employment.
- It is the policy of the Trust to promote health. Smoking therefore is actively discouraged and is prohibited in the majority of the hospital, including offices. However, there are designated smoking areas on both sites.
- All employees of Shrewsbury & Telford NHS Trust must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1984 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction must be made known at the time of application.
- The Patient's Charter commits us to meeting the rights and standards required. We expect our staff to be aware of these rights and standards and to be fully involved and co-operative in meeting them.

#### **Infection Control**

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;
- All staff must 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;
- Any breach of infection control policies is a serious matter which may result in disciplinary action;
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).





## 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 levels or equivalent including English language and mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 2 business administration or equivalent</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Data Collection and Validation</li> <li>• Administrative experience</li> <li>• MS office applications</li> <li>• Fully PC literate</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> </ul>	<ul style="list-style-type: none"> <li>• Careflow experience</li> <li>• Experience of working within a health care environment</li> <li>• Team leader experience</li> <li>• Booking and scheduling experience</li> <li>• Understanding of NHS targets</li> <li>• Evidence of Knowledge of Medical Terminology, in particular Endoscopy.</li> <li>• Organising meetings and minute taking</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.</li><li>• Methodical and Accurate.</li><li>• Working under pressure to tight deadlines.</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 AND CYBER SECURITY

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

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

# 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](#)