



## JOB DESCRIPTION

**Job Title:** Bookings Assistant – Bookings Team

**Main Place of Work:** Linton House Clinic, Thirlestaine Road, Cheltenham, GL53 7AS and such other areas as required.

**Responsible to:** Head of Business Administration

**Accountable to:** Chief Executive, Cobalt Health

### Line management

- There is no line management responsibilities associated with this role

### Job Purpose:

- To provide first point of contact service for patients attending the Imaging Centre for diagnostic imaging services. To be collectively responsible for maintaining a quick, efficient and effective appointment bookings system.

### Key Relationships

Cobalt staff team, mobile site staff, logistics, support engineers and patients

### Key areas of responsibility will include:

### Operational Duties

- Receiving and assessing referral documentation and, as appropriate, making appointments for patients attending for diagnostic imaging
- To answer sympathetically and tactfully incoming and outgoing telephone calls, and e-mail enquiries from patients and referrers regarding the services provided by Cobalt, taking appropriate action and referring on as necessary
- Printing and despatch of correspondence to patients, referrers and other healthcare professionals
- Carry out and record patient safety screening procedure and ensure all relevant clinical information is obtained and recorded prior to appointment
- Monitor and maintain an efficient appointment pending system through the Patient Administration System (PAS)
- To assist in providing a welcoming, smooth running and efficient Reception service to cover lunch breaks, annual leave/absence and on a rota'd basis on Saturdays and late night clinics
- To liaise with the Radiology, Oncology and other healthcare professionals within the NHS and private sector in the course of administrative duties and to arrange patient appointments
- Any other duties commensurate with the grade of this post as may be required

### Specific Duties

- Any other duties in accordance with the level of the role.

## Management of Resources

- To assist with monitoring of supplies
- Monitor and maintain sufficient and appropriate supplies to support the department

## Teamwork

- To work collaboratively with other departments within Cobalt
- Taking an active part in team meetings
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure
- Advise and mentor staff members, particularly junior staff members

## Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

## Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

## DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Baring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

## Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

## Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

## Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

## Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information. You are required to undertake the Data Protection training included in the NHS IT Governance Toolkit as instructed.

## Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (CPD) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

## The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

*This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.*

*This post is subject to the terms and conditions of employment of Cobalt Health.*

## Person Specification

Qualifications and Training	Essential	Desirable
Minimum 5 GCSE's Grade A-C (or equivalent) to include English and Maths	X	
Evidence of good skills in written and spoken English	X	
Evidence of good IT literacy and word processing ability	X	
ECDL or equivalent		X

Knowledge and experience	Essential	Desirable
Intermediate computer skills	X	
Knowledge/familiarity with medical terminology		
Experience of working within a busy Reception/office environment		
Knowledge of medical records systems		X
Experience of Carestream Radiology Information System		X
Experience of working with healthcare professionals		X

Skills and abilities	Essential	Desirable
Excellent communication and interpersonal skills	X	
Ability to communicate with all grades of clinical staff	X	
Ability to work as a member of a team and contribute to and maintain a harmonious and pleasant working atmosphere at all times	X	
Meticulous approach to accuracy and detail	X	
Excellent time management and ability to prioritise workload	X	
Ability to maintain strict confidentiality	X	
Maintain a professional manner and appearance at all times	X	

Personal attributes	Essential	Desirable
Methodical and well organised	X	
Collaborative working ethic	X	
Innovative creative thinking, open-minded flexible attitude	X	
Respectful of others	X	
High level of professional integrity	X	
Motivated commitment to continuing professional development	X	