

Golden Jubilee Foundation

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**Golden Jubilee
Foundation**

Patients at the heart of progress

Chair: Susan Douglas-Scott CBE
Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666
Dear Candidate

POST: Radiology Booking Office Co-ordinator
HOURS: 37.5 per week
CLOSING DATE: 1 August 2019

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Unfortunately due to the volume of applications we receive, we are unable to write to applicants who are not successfully shortlisted for interview. If you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Lynn Mitchell
Recruitment Assistant



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Information Pack

For the post of

Radiology Booking Office Co-ordinator

37.5 Hours Per Week

Reference Number: SHOW/3294

Closing Date: 1 August 2019



i:value

Valuing dignity and respect
A can do attitude
Leading commitment to quality
Understanding our responsibilities
Effectively working together

Golden Jubilee Foundation

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of three year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please email your completed application to:-

recruitment@gjnh.scot.nhs.uk

- When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:

- Valuing dignity and respect
- A “can do” attitude
- Leading commitment to quality
- Understanding our responsibilities
- Effectively working together

Golden Jubilee Foundation
Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£19,945 to £21,947 per annum

3. Grade

This post is offered at Band 3

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 Hours per week

6. Tenure of Employment

This post is offered on a fixed term basis for a period of 9 months

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

Golden Jubilee Foundation

Benefits

NHS Superannuation scheme:

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days annual leave on appointment

37 days annual leave after 5 years

41 days annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Radiology Booking Office Co-ordinator

Department(s): Radiology

Band: 3

Job Holder Reference:

No of Job Holders:

2. JOB PURPOSE

To co-ordinate all administrative activities relating to patient referrals and scheduling of all patient radiology appointments.

3. ORGANISATIONAL POSITION

See attached.

4. SCOPE AND RANGE

- The post holder has no subordinates
- No budgetary responsibility but is required to ensure that resources are used efficiently and effectively.
- The post holder will process in excess of 350 patient referrals per month.
- The post holder has specific responsibility for a 'specialty' (CT, US, General MRI, Cardiac MRI, Dexa).
- The post holder will be required to rotate through all specialities and provide cover for a speciality other than their own during staff shortages.
- This position requires the jobholder to liaise with approximately 8 referring Boards and 90 GP practices at any time

5. MAIN DUTIES/RESPONSIBILITIES

Referrals

- To ensure the receipt and processing of all patient referrals from NHS Hospitals/Boards and all other sources.

- To achieve set monthly targeted patient numbers, targeted unoccupied diary slots and targeted turnaround times.
- Communicates and builds relationships on a daily basis with colleagues in referring Boards.
- Communicates with Radiographers, Consultant Radiologists and Cardiologists on a daily basis to ensure accurate and timely booking of examinations.
- To ensure that all relevant patient information such as previous medical and operational history, allergy information, recent blood results etc and any other relevant information are sourced prior to patient attending the department.
- To ensure that all referral information is complete, to facilitate the updating of all NHS Hospital/Board spreadsheets such as DMMI (Diagnostics Monthly Management Information) returns to ISD (Information Services Division).
- To accurately input all patient demographic and appointment information, including into Trakcare (patient administration system) and the Radiology Information System (RIS).

Bookings

- Co-ordinate all patient appointments on the RIS using patient focused booking methods agreed by the NHS Diagnostic Consultative Collaborative.
- Co-ordinate all patient and escort hotel accommodation requests.
- Compiles all patient appointments and admission letters,
- Selects and compiles all relevant fasting instructions.
- Selects and complies pre op medication requirements.
- Communicates directly with the public either by telephone or in writing regarding appointment dates.
- To co-ordinate all cancelled and rescheduled appointments as soon as possible and record these plus any periods of unavailability on the RIS.
- To record numbers of referrals received on a daily basis in order to update statistical spreadsheets.
- To operate within the guidelines set out in the Data Protection Act.

Promotes Health & Safety

- Recognises personal responsibility for promoting a safe working environment.

Other

- Respond to patient/consultant requests for access to patient medical records (patient reports and images) and ensures compliance with the data protection act when releasing these.
- The post holder is required to learn all reception desk duties and be able to man this desk in absence of Radiology Reception staff including scheduling of appointments, taking all telephone calls including those for Cardiac Physiology, printing and distributing Radiology reports throughout the hospital and mail duties.
- Handles customer complaints in accordance with department guidelines.
- Participates in the hospital's performance management programme (KSF) including production of personal work plans.
- Attends mandatory training.
- The post holder is required to have a good knowledge & understanding of all scans

carried out in Radiology including contra-indications to scans.

- The post holder is required to take and transcribe minutes of departmental meetings.

6. SYSTEMS AND EQUIPMENT

Extensive use of desktop computer and bespoke systems is required including word, excel, Helix and RIS.

The postholder is required to; -

- Input data into the computerised systems.
- Completion and submission of departmental timesheets.
- Process and create electronic patient records.
- Ensure accurate input of patient appointments, rescheduled and cancelled appointments to ensure accurate reporting on waiting times.
- In-put patient data into excel spreadsheets.

7. DECISIONS AND JUDGEMENTS

- The post holder is required to use their own initiative and is supervised on a daily basis.
- The post holder will persuade patients to attend appointments, sometimes at short notice.
- The post holder is expected to demonstrate a high degree of discretion in relation to the handling of patient/consultant information.
- The post holder is required to prioritise work load on a daily basis.

8. COMMUNICATIONS AND RELATIONSHIPS

- Communicate and build relationships on a daily basis with referring colleagues.
- Communicates with Consultant Radiologists, Cardiologists, Radiographers and Radiology Nurses on a daily basis to maximise modality usage and good turnaround times.
- Communicates and builds relationships with Patients, GPs, Booking staff from other hospitals, Nursing staff, Medical staff, Outpatient staff, Reception staff and Medical secretaries.

9. PHYSICAL DEMANDS OF THE JOB

- Basic manual handling skills.
- The post involves sitting at a computer work station for long periods of time.
- Keyboard speed and accuracy.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Reacting to constant changes in demands of referring NHS Hospitals/Boards and dealing with the emotional challenges when dealing with patients, relatives and clinical staff with regards rescheduling of radiological exams.
- Ensuring maximum use of modality space.
- Working to tight deadlines and targets.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Highly developed interpersonal skills
- Excellent communication skills with an emphasis on customer care, including an excellent telephone manner
- Demonstrate excellent organisational skills
- Highly developed tact and diplomacy
- A working knowledge of the Data Protection Act
- Ability to work as part of a team
- Computer literacy and a working knowledge of computer office software systems
- Numeracy, literacy and basic typing/keyboard skills
- Significant previous experience in a health care environment
- HNC/HND in Administration or similar would be an advantage
- Basic knowledge of medical terminology
- Demonstrate a high level of discretion and confidentiality
- Demonstrate a high level of flexibility with regard to work schedules
- Demonstrate the ability to operate effectively, under pressure and to strict guidelines

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

Recruitment Person Specification
Radiology Department Unit Coordinator (Band 3)

	Essential	Desirable
Qualifications/Training	1. Numeracy, literacy and basic typing/keyboard skills	6. HNC/HND in Administration or similar would be an advantage
Experience	2. Previous experience booking patients in a Radiology Department or similar healthcare environment.	7. Experience with working with excel spreadsheets/collating statistical information.
Skills/Knowledge	3. Highly developed interpersonal and communication skills	8. Act with discretion and confidentiality
Additional job requirements Eg. car driver, unsocial hours	4. Ability to work under pressure and to strict targets	9.
Any other additional information	5.	10.