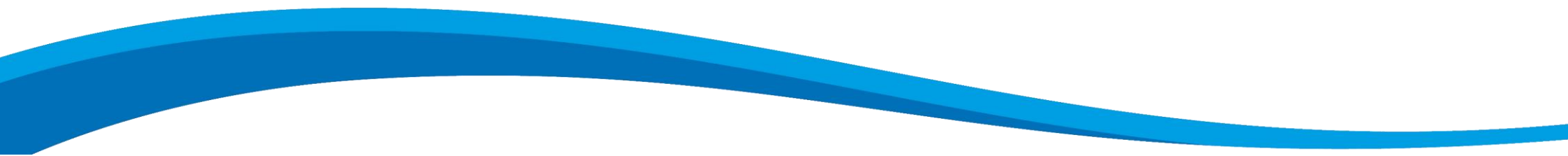


Person Specification

Job Title:	Waiting List Coordinator	Division/Department:	Medicine	Band:	4
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Criteria	Essential	Desirable	Stage Measured at: A = Application I = Interview T = Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's behavioural standards		A, I
Training & Qualifications	<ul style="list-style-type: none"> • Educated to GCSE standard with passes at grade C or above for English and Maths or similar through vocational training • Good IT and keyboard skills • Evidence of commitment to continued learning or improvement through attendances at courses. • Good command of the English language – both written and spoken 	<ul style="list-style-type: none"> • NVQ 3 in Business Administration or equivalent. 	A, I
Experience	<ul style="list-style-type: none"> • Proven clerical experience • Knowledge and experience of NHS systems, including Careflow, DHR and WebHiss/Notis • A thorough understanding and a practical ability to implement the Trust Waiting List Policy and Procedures • Experience of Microsoft Outlook, Word and Excel • Experience of working to deadlines 	<ul style="list-style-type: none"> • Knowledge of medical terminology • Experience working with multi-disciplinary team • Demonstrate knowledge of waiting list management within the NHS • Experience in managing change 	A, I

	<ul style="list-style-type: none"> • Possess a thorough understanding of the patient focused care, concept and customer expectations • Experience of resource management skills 		
Communication and Relationship skills	<ul style="list-style-type: none"> • Must be able to clearly and accurately convey information verbally to different audiences including patients, GPs, Medical PAs, Consultants, Managers, hospital admin & clinical staff • Can answer factual questions clearly and concisely • Ability and experience to be discerning in sensitive situations • The ability to deal with conflict in a diplomatic and tactful manner • Must be able to handle distressed or aggressive patients on the telephone 		A,I
Analytical and Judgement skills	<ul style="list-style-type: none"> • Ability to recognise and advise senior managers on operational issues affecting waiting lists, theatre schedules and capacity • Self-motivated • Uses resources cost effectively • Must have a full understanding of the Data Protection Act 1998 and be fully conversant with patient confidentiality • Identifies new approaches and ideas to problems 	<ul style="list-style-type: none"> • Experience of monitoring waiting lists 	A,I



<p>Planning and organisation skills</p>	<ul style="list-style-type: none"> • Demonstrates an ability to organise own work schedule and manages time effectively • Ability to multi-task • Excellent organisational/co-ordination/work prioritisation skills • Consistently works to a high standard • Works within prescribed deadlines 	<ul style="list-style-type: none"> • Demonstrates an understanding of financial implications within theatre utilisation/scheduling 	<p>A,I</p>
<p>Physical skills</p>	<ul style="list-style-type: none"> • Good IT skills • Prolonged sitting at a keyboard • Prolonged use of the telephone 		<p>A,I</p>
<p>Other requirements specific to the role (e.g. be able to work shifts/on call)</p>	<ul style="list-style-type: none"> • Demonstrates an awareness of the importance of prompt timekeeping and good attendance at the workplace • Remains calm and co-operative under pressure or in difficult and uncertain situations • Gives consistent and stable performance under pressure • Must be able to concentrate for long periods of time, whilst constantly interrupted by telephone calls and face-to-face queries • Demonstrates enthusiasm and a conscientious approach to work 		<p>A,I</p>

	<ul style="list-style-type: none">• Displays self confidence, innovation and positive image• Highly motivated• Ability to assist in the mentoring and training of new staff		
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