

JOB DESCRIPTION

GENERAL INFORMATION

Title	Cardiology Department Co-ordinator
Grade	Band 4
Job base	Harefield
Responsible to	Lead Cardiac Physiologist for Non-Invasive Cardiology Principal Cardiac Physiologist
CRB checks	CRB - not required <input type="checkbox"/> CRB – standard <input checked="" type="checkbox"/> CRB - enhanced <input type="checkbox"/>

Job summary

Undertake coordination for all non-invasive cardiology examinations for the Lead Cardiac Physiologist for Non-Invasive Cardiology and technical staff in the cardiology department.

Manage the appointment system for the technical cardiology department which includes a range of ambulatory monitors, blood pressure monitors, exercise tests, and send letters to patients for the same. Liaise with other hospitals, GPs, consultants/secretaries regarding the appropriate management of patients, both NHS and private, for cardiac investigations. It will be a requirement of the role to be conversant in the use of the scheduler, appointment systems and other hospital databases. This will also include Transplant Cardiology where needed and to liaise with appropriate personnel (Consultants, Cardiac Physiologists, Cardiographers, Nurses, and patients) therein.

Liaise with other departments (private patients, echo, and other diagnostic appointments) to coordinate a series of appointments.

A successful candidate should be able to actively manage waiting lists and engage with the appropriate personnel to foresee and pre-empt problems in a timely manner.

With the leads, complete appropriate documentation and liaise with human resources. Be aware of the relevant Trust policies concerning sickness and annual leave entitlements.

Adaptable and versatile to ever-changing needs and demands as dictated by the service. To be able to work towards resolving problems or concerns for patients and professional colleagues with autonomy and initiative. This involves well-constructed e-mails and letters.

Main tasks and responsibilities

- **Patient/customer care (both direct and indirect)**

Answering and making phone calls with patients, their relatives and professional colleagues within the Trust or community settings.

Putting the needs of the patient first with a view to achieving a satisfactory and clinically appropriate outcome.

To manage and process GP referral letters for NHS and private patients' tests and other hospital referrals for cardiac investigations via telephone and letter through the cardiology scheduling system. Review daily patients who fail to attend appointments and reschedule or request re-referral when appropriate.

Arrange patient appointments for consultants/secretaries for cardiac investigations and entry to direct access clinics. Book DVLA appointments and forward letters/test information to the patients. Schedule appointments with patients over the telephone and send letters for the same.

Manage the incoming requests for AliveCor–Kardia devices and despatch to patients.

Organise porters as required. Assist elderly infirm, disabled patients to toilet facilities and to the transport desk. Assist in moving patients in wheelchairs.

In the event of non-attendance, write to the referrer (secretary) and ascertain a reason for non-attendance. Thereafter, request a re-referral unless a new appointment is considered more appropriate. In the event of a patient death, be responsible for informing medical records, closing, and archiving the patient record and cancelling outstanding appointments.

Liaise with transport department to book appropriate patient transport as and when necessary.

Help with general cardiology/imaging reception duties if required and if above duties allow. There is a need for flexibility within the role and to adapt to changes in service delivery in line with the requirements of the service.

- **Policy development**

When required, participate in technical cardiology department meetings. Participate in a programme of quality control and technical audit as part of the Trust clinical governance programme and the cardiology directorate's aim of clinical excellence.

- **Service development**

With the imminent arrival of the electronic health record (EPIC), to be available for and willing to engage with individuals requiring information about non-invasive cardiology scheduling. Participate in technical cardiology department meetings, providing input and ideas for service development. Participate in the implementation of such developments.

- **Continuous professional development**

Manage own workload. Act independently. Maintain and develop keyboard skills for the regular use of computer systems: word processing, spreadsheets, patient administration system, cardiology scheduling system etc. Maintain up-to-date mandatory training in line with Trust policy.

- **Communication**

Ensure that patients, their relatives and visitors are always acknowledged in an appropriate and friendly manner.

Act tactfully and sympathetically towards patients who may be anxious or concerned following cardiac investigative procedures.

Answer the telephone in a correct manner and direct calls to the appropriate person/department when required. Ensure sensitivity when dealing with distressed relatives providing information about deceased patients on the telephone.

Use and develop effective communication skills. Be able to communicate appropriately with other staff members, other departments, consultants, patients and their relatives.

Facilitate effective communication both within the department and between the department and other departments throughout the Trust.

Facilitate good liaisons and working relationships with other disciplines working within the department.

Contribute to the development of positive staff morale.

Be aware of procedures involving patient/visitor/staff complaints.

Be trained in and participate in basic life support (BLS).

Perform within one's own capabilities, qualifications and training.

Ensure all team members have an input to the development of the technical cardiology department's service to patients/customers.

Assist in maximising the potential of all team members.

Assist in the provision of a safe and attractive working environment for team members within available resource.

Ensure adequate documentation of all patient records.

- **Information management**

Have a working knowledge of software programmes and databases. This includes: (i) EPR, (ii) IMPAX scheduler, (iii) QDOC-RIS, (iv) MS Teams (and associated MS packages) and (v) NHS Spine (PAS). This is not an exhaustive list. Maintain records of all new staff in cardiology and enter data onto the appropriate database.

Provide the private patient office with all future bookings. Retrieve private patients' documentation from the cardiology scheduling system/patient administration system.

Ensure electronic requests are sufficiently populated before making an appointment.

If you become aware that a patient is deceased, to ensure the appointments are cancelled for the patient.

Use the patient administration system to track patients, medical records, and appointments.

Further sections

- Abide by the Trust's core behaviours for staff and all other Trust policies including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety policies

Other duties

Undertake any other duties commensurate with the grade as requested.

*** This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the postholder. ***

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment, and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During your employment, you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

To comply with the Data Protection Act 1998, you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health and safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, and visitors.

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's diversity policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's conflict of interest policy, you must declare to your manager all private interests, which could potentially result in personal gain because of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation, or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (e.g., NMC, GMC, DoH Code of Conduct for Senior Managers).

CRIMINAL RECORD BUREAU CHECKS (where relevant)

Any applicant who is short-listed for this post will be asked to complete a disclosure form as the post-holder will be required to have contact with vulnerable adults or persons under the age of 18. The successful candidate will be subject to a criminal record check from the Criminal Records Bureau prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable.

Core behaviours for all Trust staff

All staff will commit to:

- To always act with honesty and integrity
- Demonstrate respect for others and value diversity
- To always focus on the patient and internal and external customer
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance

- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Confirmed as accurate by postholder:

Date:

Confirmed as accurate by manager:

Date: