



# APPRENTICE CLERICAL OFFICER

## BOOKING AND SCHEDULING TEAM

### 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.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# 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

Salary sacrifice schemes for home electronics and bikes

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>Clerical Officer – Booking &amp; Scheduling Team Apprentice</b>
<b>Band</b>	<b>National Apprenticeship Wage</b> <b>£5.28/hour during the first 12 months</b> <b>Rising to the national minimum wage for age from month 13 currently:</b> <b>£7.49/hr for 18 - 20 years</b> <b>£10.18/hr for 21 -22 years</b> <b>£10.42/hr 23+ years</b>
<b>Directorate</b>	<b>Patient Access Centre – Surgical, Anaesthetics and Cancer</b>
<b>Accountable to</b>	<b>Support Services Manager - Outpatients</b>
<b>DBS Required?</b>	<b>Standard</b>

## JOB PURPOSE

Outpatient Scheduling Team Apprentice will work alongside and take direction from members of the Booking & Scheduling Team. The focus of the role will be to give support and to provide administration support to the outpatient booking team.

## Organisational Position

Working in the Outpatients Booking & Scheduling Team under the supervision of an Outpatient Booking Team Leader, and under direction of the Outpatient Support Services Manager.

## Main Duties and Responsibilities:

Scheduling Team Apprentice will work alongside and take direction from members of the Booking & Scheduling Team and to work throughout Patient Access which may include The Health Records Department, Clinic Prep, Admissions, Booking and Waiting List and Reception. Induction Training to be given in all Departments as required then specific training in each area where appropriate. The role will support achievement of the Level 2 Customer Service Apprenticeship. This will be supported through on the job training, guidance and supervision, attendance at relevant training sessions provided by the Trust and the Training Provider and assessment in the workplace.

- To operate and maintain an efficient and effective planning service for inpatient and outpatient appointment booking, according to the requirements of clinical priority, local and national guidelines, taking note of clinical priority, long waits, casemix, equipment required by theatres, ward requirements and surgeon present for list.
- The post holder would be expected to use the Trust's Patient Administration System (PAS) SEMA, within all areas of Health Records and Patient Access; this will require extensive use of a VDU, keyboard skills daily.
- Responsible for the provision of a comprehensive day to day health library service for case notes including x-rays at Telford. (if applicable)
- Develop and maintain effective communication skills to ensure a high-quality service is provided when liaising with patients, GP's and all other internal and external contacts to ensure patient's appointments are appropriately made and that clinics run efficiently. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care.
- The post holder would be expected to meet performance standards specific to they area they are working in.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- Develop and maintain skills to deal with conflict remaining calm and professional at all times.
- Participate as a member of the Reception & Admissions Team and the overall Patient Access team, sharing duties and responsibilities, including covering during staff absences. A knowledge of all areas will be required.
- The post holder works within well defined boundaries, using initiative to make planning decisions as required. They will have access to supervisors at all times (not necessarily their immediate or section supervisor).
- The department operates a service between the hours of 8.00 am and 8.00 pm Monday to Friday and Saturday 9am – 12 noon, therefore the post-holder will be expected to be flexible in line with the needs of the service and available to cover during sickness and annual leave if required.
- The post will be based at either Shrewsbury or Telford. The postholder may be required to work across sites as directed by the Outpatient Support Services Manager but appropriate notice will be given.
- To provide Admission and/or Reception Duties in various clinical areas.

- Develop and maintain a knowledge and expertise of all Health Records and Patient Access areas in order provide a comprehensive service to all patients.
- To be responsible for assisting the Booking and Records Manager in the training of new staff. (not applicable for an Apprentice)
- To be aware of and work within the Trust's Health & Safety policy at all times.
- Any other duties as delegated by the Supervisor, Booking Manager and Patient Access Manager as appropriate to the grading of the post.

### **Responsibilities for Education and Training**

- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
- Take part in the Personal Development Review process, identifying own training needs for continued personal development.
- Work towards the achievement of the Level 2 Customer Service Practitioner Apprenticeship within the identified timescale.

### **Communication and relationships**

Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, day surgery and specialist nursing staff, all staff throughout Health Records and Patient Access, ward clerks, other hospitals and members of the public.





## 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>Minimum of 4 GCSEs or equivalent A* - C (9 – 4) (including Maths and English Language or equivalent).</li> <li>Must meet minimum requirements as set by the training provider to access the Apprenticeship programme.</li> <li>Eligible to undertake the Apprenticeship - must not have a qualification in the same vocational area at the same or higher level.</li> </ul>	<ul style="list-style-type: none"> <li>IT skills demonstrated through a formal qualification.</li> </ul>

# EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>No formal experience in a work environment in an employed capacity required.</li> </ul>	<ul style="list-style-type: none"> <li>Work experience in a care environment.</li> <li>Customer service experience, dealing with people on the telephone and face to face.</li> <li>Experience of team working</li> <li>Attended a Prince's Trust 'Get into Hospital Services' programme</li> </ul>

# KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Basic working knowledge of Microsoft Word, Excel and Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft packages e.g. Access and PowerPoint.</li> </ul>

# SKILLS & ABILITIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to work under supervision available and a willingness to seek advice when appropriate.</li> <li>• Able to carry out routine clerical tasks following instruction.</li> <li>• High level of accuracy and attention to detail.</li> <li>• An effective team player.</li> <li>• Flexible with ability to prioritise and work to deadlines.</li> <li>• Ability or willingness to learn how to communicate effectively and sensitively with colleagues, members of the public and others from a variety of backgrounds.</li> <li>• Ability to understand the importance of confidentiality and to maintain confidentiality at all times as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of effectively working to deadlines.</li> <li>• Evidence of ability to complete tasks effectively.</li> <li>• Ability to work unsupervised for short periods.</li> </ul>

**\*please note in order to meet the funding eligibility you must –**

- **Have been a UK resident for 3 or more years.**

**Or**

- **Meet the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document:**

[2223 Employer Rules Version 1 Final.pdf \(publishing.service.gov.uk\)](#)

## 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

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 Trust's 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

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

# 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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





## 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