

POSITION DESCRIPTION

Position Title	Booking Coordinator
Business area:	Surgical wards, Theatre and Administration
FTE:	As per Conditions of Employment
Reports to:	Patient Care Manager
Approved by:	Hospital Manager

Position Objective

- **To effectively coordinate theatre session bookings and patient bed allocation.**
- **To establish, foster and maintain key relationships with clinician practices**
- **Fully utilise the systems capabilities for theatre session bookings and patient bed allocation**
- **Lead a small team**

Functional Relationships

Internal:	External:
<ul style="list-style-type: none">• Hospital Manager• Patient Care Manager• Perioperative Services Manager• Clinical Information Manager• Clinical Nurse Specialists and Charge Nurses• Hospital and Operating Theatre Coordinator• Senior management team• Administration staff• Reception staff• All St George's staff	<ul style="list-style-type: none">• Clinician Practice Managers, Clinicians, Secretaries, Clinician Practice Nurses and other clinician staff• Radiology staff• CDHB service managers or their delegates and Booking Coordinator

Key Areas of Accountability

Area of Accountability	Expected Results
Booking Patient Management System is coordinated and maintained	<ul style="list-style-type: none"> • Relevant patient and administrative data is accurate • Information is communicated to the relevant parties relating to theatre booking and patient information and concerns are addressed and escalated appropriately • Inquiries from clinicians and their rooms are managed to maximize operating theatre time and bed occupancy • Is constantly up to date with changes in the OT scheduler, administration and preference lists
Coordination of bed placements is maximized	<ul style="list-style-type: none"> • Clinician and patient preferences are accommodated where possible whilst maximising efficiencies. • All key stakeholders are communicated with effectively and timely • Concerns are escalated to Patient Care Manager immediately.
Leadership/Interpersonal Relationships/Teamwork is practiced	<ul style="list-style-type: none"> • Provides effective leadership to the assistant booking coordinator to enable effective and efficient service delivery by ensuring they are engaged, supported and achieving their individual and team goals. • Appreciates and respects the contribution of others within the team, organisation and external customers. • Communicates effectively, honestly and openly with the team. • Fosters co-operation across clinical and administrative groups. • Supports and encourages the professional growth of the team. • Models St George's values.
Professional Development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the Organization. • Ensures performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives. • Identifies own learning requirements/deficits and develops a plan in conjunction with the PCM to redress these.
Quality Improvement	<ul style="list-style-type: none"> • Actively participates and supports quality improvement activities • Actively participates in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status. • Documents and reports accidents and incidents accurately in accordance with Hospital policy.
Organisational Culture A strong and positive image of St George's is supported within the community and with key internal and external stakeholders	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the department. Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus". • Assists in facilitating positive inter-departmental relationships. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Models St George's Values and adheres to St George's policies and procedures.
Cultural understanding of the Treaty of Waitangi To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> • Understands and has knowledge of the Treaty of Waitangi and the implications in hospital practice. • Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi.

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> • Displays cultural sensitivity and a willingness to work positively with organizational strategies to improve outcomes for Maori. • Respects diversity of cultural and religious beliefs amongst staff and patients.
Health & Safety To ensure a safe working environment	<ul style="list-style-type: none"> • Ensures staff, patient and “user” security, confidentiality and privacy are always maintained. • Identifies, documents and reports accidents, incidents and risks accurately in accordance with Hospital policy. • Takes reasonable care for personal health and safety and acts that could adversely affect others. • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George’s to comply with the Health and Safety at Work Act 2015. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Participates in Health and Safety training as mandated by St George’s from time to time.
Other Duties	<ul style="list-style-type: none"> • Performs such duties in a timely, accurate manner and in accordance with St George’s Hospital policies and procedures as directed by Hospital Manager or Patient Care Manager.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications		
Experience & Knowledge	<ul style="list-style-type: none"> • Experience within a hospital environment; understanding of surgical procedures and admitting/reception • Accurate with data entry • Sound administration experience including computer literacy and proficient use of MS Office applications • Knowledge of accounts 	
Personal Attributes	<ul style="list-style-type: none"> • Proven exceptional attention to detail • Ability to work under pressure • Can work as part of team • Can work independently • Logical and enquiring mind • Effective and strong communication, organisation, planning and problem solving • Empathy 	

Agreed by:

Signed: _____
(Employee)

Date: _____

Signed: _____
(Hospital Manager)

Date: _____