

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 and maintain key relationships with clinician practices**

Functional Relationships

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

Key Areas of Accountability

Area of Accountability	Expected Results
Booking process Patient Management System	<ul style="list-style-type: none"> • Theatre booking requests are addressed as a priority • Remains current with changes in the OT schedule, administration and preference lists • Relevant patient and administrative data is entered into the patient management system in a timely and accurate manner • Equipment, services or theatre session concerns or any matters that may impact service delivery are appropriately escalated • Information is communicated to the relevant parties relating to theatre booking and patient information • Inquiries from clinicians and their rooms are managed to maximize operating theatre time and bed occupancy • Clinical information is communicated appropriately to the relevant personnel • Any concerns raised by clinicians or their staff are addressed and escalated appropriately •
Coordination of bed placements	<ul style="list-style-type: none"> • Ensures clinician and patient preferences are accommodated where possible whilst maximizing efficiencies. • Effectively communicates with all key stakeholders to ensure timely notification. • Escalates any concerns appropriately
Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • Appreciates and respects the contribution of others within the team, organization wide and external customers. • Effectively communicates in a timely and positive way. • Fosters co-operation across clinical and administrative groups. • 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 Patient Care Manager to redress these.
Quality Improvement	<ul style="list-style-type: none"> • Actively participates and supports quality improvement activities including • 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 To support a strong and positive image of St George's within the community and with key	<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.

Area of Accountability	Expected Results
internal and external stakeholders	<ul style="list-style-type: none"> • 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. • 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 HM or PCM.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications		
Experience & Knowledge	<ul style="list-style-type: none"> • Experienced and skilled in the use of computer software applications including word processing, spreadsheets and databases. • Proven excellence in customer service • Demonstrate a high standard of administration support and attention to detail 	<ul style="list-style-type: none"> • Experience within a hospital environment.
Personal Attributes	<ul style="list-style-type: none"> • Proven attention to detail • Can work as part of team • Can work independently • Logical and enquiring mind • Effective communication, organization, planning and problem solving 	

Agreed by:

Signed: _____
(Employee)

Date: _____

Signed: _____
(Hospital Manager)

Date: _____