



## POSITION DESCRIPTION

**Position Title:** Patient Coordinator

**Date Reviewed:** Sept 2022

**Business area:** Cancer Care Centre

**FTE:** As per Conditions of Employment

**Reports to:** Operations Manager

**Approved by:** Viv Ali, Operations Manager

**Next Review Date:**

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### Position Objective:

To deliver an exceptional administrative booking coordinator service for the patients and staff of the Cancer Care Centre within Medical Oncology, Haematology, or Radiation Oncology  
To be familiar with and comply with the mission vision and values of St George's Hospital and St Georges Cancer Care Centre

### Functional Relationships

Internal:	External:
Nurse Coordinators, Operations Manager, Oncologists and Haematologists, RT Manager, Medical Oncology and Haematology Manager, Nurses, other staff within CCC	Cancer Society, CDHB Oncology Service, Pacific Radiology Group (PRG), and other Cancer related organizations, and referrers

## Key Areas of Accountability

Area of Accountability	Expected Results
<p><b>Booking's administration</b> To organize and oversee the daily booking activities of the Medical Oncology, Radiation Oncology or Haematology service</p>	<ul style="list-style-type: none"> <li>• Manage the bookings of incoming referrals in conjunction with Operations Manager, RT Manager, Medical Oncology and Haematology Manager and consultants as required</li> <li>• Process referrals including registration in TRAK and MOSAIQ</li> <li>• Manage/ triage patient enquiries</li> <li>• Schedule and coordinate patient appointments (including clinics and treatments), and notify patients and staff as required</li> <li>• Clinic coordination / preparation including consultant absences</li> <li>• Communicate with internal and external services to ensure patient care coordination.</li> <li>• Manage all treatment estimates with insurance companies and patients</li> <li>• Primary contact for consultants for patient related scheduling</li> <li>• Track and assess patient appointments/requests (CT etc) to ensure coordinated care</li> <li>• Process incoming mail including scanning to MOSAIQ if required</li> <li>• Work to agreed guidelines and procedures within each booking area</li> <li>• Facilitate and provide training of other admin staff covering duties for booking coordinator roles</li> <li>• Other duties as required</li> </ul>
<p><b>Interpersonal Relationships/Teamwork/</b> To ensure effective teamwork and contribute to the achievement of St George's/ St Georges cancer Care Centre vision and strategic plan  To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's / St Georges Cancer Care Centre values.</li> </ul>
<p><b>Professional Development</b> To maintain a high level of professional development</p>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Organisation.</li> <li>• Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives.</li> <li>• Identifies own learning requirements/deficits and develops a plan in conjunction with your manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<p><b>Quality Improvement</b> To maintain a high level of quality improvement</p>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Participates in other appropriate quality improvement activities as requested/required.</li> </ul>

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>• Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status.</li> <li>• Documents and reports accidents and incidents accurately in accordance with Hospital policy.</li> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Supports continuous quality improvement.</li> </ul>
<p><b>Organisational Culture</b> To support a strong and positive image of St George's /St Georges Cancer care Centre within the community and with key internal and external stakeholders</p>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships within the department and with departmental "Users".</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus".</li> <li>• Assists in facilitating positive inter-departmental relationships.</li> <li>• Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>
<p><b>Cultural safety and Te Tiriti o Waitangi</b> To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of Te Tiriti o Waitangi and its implications for health.</li> <li>• Collaborates with colleagues regarding the integration of Te Tiriti o Waitangi principles of partnership, protection, participation and self-determination with Māori.</li> <li>• Displays a willingness to work positively with organisational strategies to improve patient outcomes for Māori</li> <li>• Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> </ul>
<p><b>Health &amp; Safety</b> To ensure a safe working environment</p>	<ul style="list-style-type: none"> <li>• Accepts personal responsibility regarding occupational safety and health requirements.</li> <li>• Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>• Recognises safety hazards and initiates appropriate corrective actions.</li> <li>• Attends fire and evacuation lectures and participates in drills as required.</li> </ul>
<p><b>Organisational effectiveness</b> To contribute to the cost effectiveness and changing needs of the hospital/ Cancer Care Centre business</p>	<ul style="list-style-type: none"> <li>• Sets appropriate priorities for workload.</li> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>• Accurately completes cost accounting documents as appropriate.</li> </ul>
<p><b>Other duties</b> To undertake other duties from time to time as requested by the practice manager</p>	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ St Georges Cancer Care Centre policies and procedures.</li> </ul>

**Qualifications, Experience and Personal Qualities**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Medical administrative work</li> <li>• Proficient with office suite (word, outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• Oncology specific administrative work</li> <li>• MOSAIQ patient management system</li> <li>• Private health experience</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Flexibility with hours and workload to meet the needs of the service</li> <li>• Excellent organisational and administrative skills</li> <li>• Excellent time management skills.</li> <li>• Confident</li> <li>• Be able to work comfortably under pressure</li> <li>• Able to multi-task and prioritize in a fast-paced environment with competing demands</li> <li>• Empathy</li> </ul>	

**Agreed by:**

Signed: \_\_\_\_\_  
**(Employee)**

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
**(Practice Manager)**

Date: \_\_\_\_\_