ST GEORGE'S HOSPITAL
A TRADITION OF EXCELLENCE

Position Description

Position Title: Patient Coordinator

Business area: Cancer Care Centre

FTE: As per Conditions of Employment

Reports to: Administration Manager

Our Vision	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
Our Mission	To be the patient's choice for world class cancer care delivered by people with passion.
Our Values	Excellence • We deliver outstanding care to our patients with a focus on continuous improvement. Resilience • We are flexible and responsive to the needs of our patients and our people. Collaboration • We work in partnership with our patients, their whanau, and our staff. Integrity • We act with authenticity and to the highest standard of performance and conduct.

Position Objective:

- To deliver an exceptional administrative booking coordinator service for the patients and colleagues 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 • Oncologists and Haematologists • RT Manager • Medical Oncology and Haematology Manager • Nurses • other colleagues within CCC	• Cancer Society • CDHB Oncology Service • Pacific Radiology Group (PRG) • other Cancer related organizations, and referrers

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Key Areas of Accountability:

Area of Accountability	Expected Results
Booking's administration To organize and oversee the daily booking activities of the Medical Oncology, Radiation Oncology or Haematology service	• Manage the bookings of incoming referrals in conjunction with Operations Manager, RT Manager, Medical Oncology and Haematology Manager and consultants as required • Process referrals including registration in TRAK and MOSAIQ • Manage/ triage patient enquiries • Schedule and coordinate patient appointments (including clinics and treatments), and notify patients and colleagues as required • Clinic coordination / preparation including consultant absences • Communicate with internal and external services to ensure patient care coordination • Manage all treatment estimates with insurance companies and patients • Primary contact for consultants for patient related scheduling • Track and assess patient appointments/requests (CT etc) to ensure coordinated care • Process incoming mail including scanning to MOSAIQ if required • Work to agreed guidelines and procedures within each booking area • Facilitate and provide training of other admin colleagues covering duties for booking coordinator roles • Other duties as required including receptionist cover
Interpersonal Relationships/ Teamwork/ 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.	• Appreciates and respects the contribution of others within the team • Contributes positively to the goals of the team and the organisation • Communicates honestly and openly with other team members • Fosters co-operation across clinical and administrative groups • Models St George's / St Georges Cancer Care Centre values
Professional Development To maintain a high level of professional development.	• Undertakes responsibility for meeting all the mandatory requirements of the Organisation • Ensures colleague 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 your manager to redress these • Fosters an environment conducive to learning, enquiry and research
Quality Improvement To maintain a high level of quality development.	• Participates actively in quality improvement activities • Initiates, participates in and evaluates audits and uses outcomes to improve service provision

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Area of Accountability	Expected Results
	• Participates in other appropriate quality improvement activities as requested/required • Participates actively 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 • Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes • Supports continuous quality improvement
Organisational Culture To support a strong and positive image of St George's / St George's Cancer Care Centre within the community and with key internal and external stakeholders	• Promotes harmonious working relationships within the department and with departmental "Users" • 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 • Adheres to St George's policies and procedures
Te Tiriti o Waitangi	• Understands and has knowledge of Te Tiriti o Waitangi • Collaborates with colleagues regarding the integration of Te Tiriti principles in practice • Displays a willingness to work positively with organisational strategies to improve outcomes for Māori •
Cultural Safety	• Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety To ensure a safe working environment	• Actively demonstrates sound health and safety behaviours, complies with all health and safety policies, procedures, guidelines, instructions and safe work practices • Takes reasonable care for their own health & safety • Takes reasonable care that their actions or omissions do not adversely affect the health & safety of others at work • Participates in health and safety initiatives, consultation and continuous improvement activities • Promptly reports hazards, incidents, injuries and near misses through our H&S reporting tool
Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital / Cancer Care Centre business	• Sets appropriate priorities for workload • Looks for ways and means to actively and effectively promote cost effectiveness • Accurately completes cost accounting documents as appropriate
Other Duties To undertake other duties from time to time as requested	• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures

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Position Description

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications		
Experience & Knowledge	• Medical administrative work • Proficient with office suite (word, outlook)	• Problem solving skills • Oncology specific administrative work • MOSAIQ patient management system • Private health experience
Personal Attributes	• Excellent communication skills • Flexibility with hours and workload to meet the needs of the service • Excellent organisational and administrative skills • Excellent time management skills. • Confident • Be able to work comfortably under pressure • Able to multi-task and prioritize in a fast-paced environment with competing demands • Empathy	