Portsmouth Hospitals NHS Trust

# Job Description

**Title:** Cardiac Clinical Assistant

**Band:** 3

**Staff Group:** Medicine

**Reports to:** Principal Cardiac Physiologist.

**Job Purpose:**

To support the Cardiac Physiology team in providing patient care within the clinical service to deliver best care to patients. Responsible for providing a smooth and efficient service to patients and other sources within and outside the Trust associated with the Cardiac Rhythm Management (CRM) pacing service.

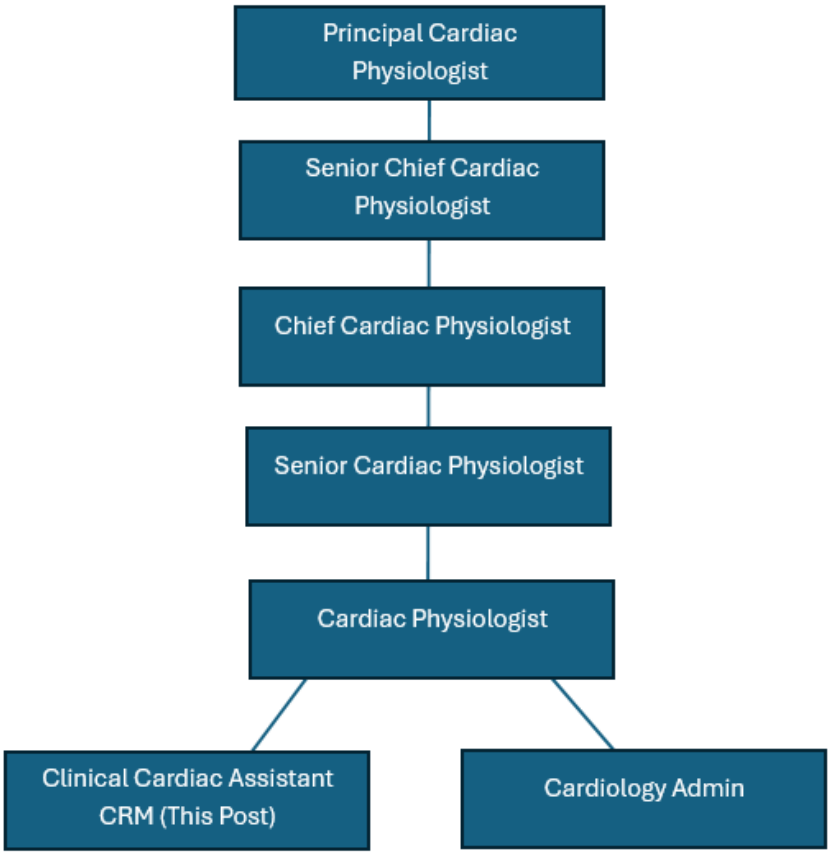
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**Key Responsibilities:**

- Accurately undertake the booking and administration of pacemaker clinics in conjunction with the clerical team with a focus on the CRM diary.
- Ensure CRM clinic appointment is recorded correctly, and each patient has a follow up appointment based on the information given and according to guidelines.
- Manage outpatient CRM clinics, change, and amend templates where required
- Ensure appropriate utilisation of session space by proactively monitoring the booking of patients, take action with under or overbooked CRM OPD clinic capacity, escalating to the management team where progress cannot be made
- Administration of pacemaker patient transfers in and out
- Accurately recording the patient's information and status and know when to highlight urgent requests to the Physiologist.
- Trouble- shooting phone calls where required, based on an in depth understanding of the efficient running of the service and the patient needs as described.
- To be proficient in the use of all departmental IT systems to include PAS and manage changes, ensuring they are actioned appropriately.
- Receive calls from Doctors, Nursing staff and administrators regarding appointments for both the Inpatient and Outpatient service.
- To provide a highly effective and polite service within quality guidelines both by telephone and face to face.
- Liaising with ward staff to ensure effective communication for same day discharge patients
- Responsible for recording accurate clinical information that maybe sensitive and relaying accurately to the coordinator.
- The role will involve developing specialist knowledge in Cardiac investigations, allowing the safe and efficient support of both patients and Physiologists.
- Assisting patients during their visit by supporting the patient during their outpatient visit promoting patient comfort.
- To report to management any complaints, comments or requests by patient or visitors.
- To deal professionally with patient queries, where there may be barriers to understanding e.g. elderly, children

- To assist in maintaining the cleanliness and tidiness of the Unit/ward environment and equipment.
- To accurately file documentation retained in the department.
- Assist in the emergency resuscitation of patients as per Portsmouth Hospitals Resuscitation Policy.
- Always promote and demonstrate effective communication with patients, users and providers to the service.
- Follows policies in own role which are determined by others; no responsibility for service development, but will be required to comment on policies, procedures or possible developments.
- Ensure the safe use of equipment; maintain stock control.
- Assist with training new staff in their role and assist with departmental inductions
- There is an occasional requirement to exert moderate physical effort for short periods during the shift (assisting moving records and patients)
- Undertakes surveys or audits as necessary to own work; may occasionally participate in R&D
- Highly developed skills needed for use of computer keyboard.
- Occasional exposure to highly unpleasant working conditions e.g. contained body fluids, smells, dirty linen
- Frequent concentration is needed in a predictable pattern to ensure efficiency.

## Organisational Chart



## Person Specification

**Qualifications**

- Level 3 Vocational Qualification or equivalent experience
- GSCE Maths and English
- IT skills

**Skills and Knowledge**

- Specialist knowledge of Cardiac Pacing (CRM)
- Knowledge of specific IT programs used to support patients within CRM (Training can be provided)
- Good time management skills
- Good interpersonal, organisation and communication skills.
- Ability to work as part of a team or alone
- Able to use initiative and work well under pressure
- Enthusiastic, positive, and caring attitude
- Self-motivated
- Able to use initiative
- Flexible, punctual, and reliable
- Able to handle stressful situations
- Confident manner
- Cheerful disposition

**Experience**

- Experience in IT systems (PAS)
- Experience in customer service.
- Exposure to advanced investigations carried out within the department.

**Working Together For Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

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Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.