

**University of  
Northampton**

# **Clinic Coordinator**

## **Job Description**



# **Job Title: Clinic Coordinator**

## **Grade: 5**

## **Responsible to: Professional Regulations Operations Manager**

### **Overall Purpose**

As an integral part of the Podiatry operations, we are looking for a flexible-working, motivated individual with proven experience in a professional customer service post to join a busy clinical environment. The ideal candidate will have proven experience in being highly organised and effective within a fast-paced clinical/professional setting, whilst maintaining professionalism and reputation.

The University's Podiatry Clinic has been established for over 30 years, with its ongoing success supporting the community in an educational environment, the clinic coordinator post is imperative to ensure the effective day to day running, stock control, clinic management and health & safety responsibilities. The Clinic Coordinator will also support academics and students in an educational context, provide training and support with bespoke systems and coordinate/support the clinical treatment areas.

### **Principal Duties and Responsibilities**

- To work as part of an academic and support team under the Faculty of Health, Education & Society
- Day to day, independent coordination of the Podiatry Clinic, including management of patient appointments and referrals, communication to professional bodies in liaison with the NHS Trust departments
- To ensure stock control for all consumables required for the effective running of the clinic
- Create and effectively manage the bespoke clinical patient booking system
- Contribute to the development and implementation of the bespoke Podiatry patient recordsystems to ensure GDPR is adhered to and support maintained to staff and students
- To be a professional member of the team dealing with members of the public ensuring GDPR is adhered to at all times
- Independently work as an administrator/receptionist to take patient bookings, phone calls, answer emails to effectively and professionally support the patient journey
- Support academic staff and students with the bespoke booking system

- To be flexible to your working approach which would involve working outside of standard hours for additional business purposes (including some weekends)
- Arrange the bookings, communications and catering for any additional business events, such as continuing professional development
- Raise orders, invoices and receipt via the UON finance system
- To ensure value for money when ordering stock items
- To ensure health & safety is adhered to at all times, reviewing risk assessments and amending as required, monthly safety checks and reporting any issues as per University processes including overseeing the general upkeep of the clinic in liaison the with the Estates department
- Organise and support the operational and administration meetings on a monthly basis, distributing minutes timely to ensure action points are met

## **Generic Duties and Responsibilities**

- To, on occasion, support the writing of letters to professional bodies as part of the patient referral process
- To attend all relevant training courses, including health & safety, to ensure knowledge is up to date and relevant for the post
- To ensure all paperwork is current, stocked within clinical areas as required, and/or made available on line for communications/reference purposes
- To report any issues to line manager or Subject Lead for Podiatry as soon as they arise
- Review current to ensure practice, make recommendations for improvement and implement for the smooth running of the day to day for activities of the clinic
- Proactive in promoting the services of the Podiatry Clinic, including social media
- To support all colleagues as appropriate across the Faculty
- To engage with the changing environments that influence education and Podiatry Practice, and implement into working practices
- Be aware and adhere to UON policies and procedures
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Professional Regulations Operations Manager

- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder

# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
----------	-----------------------	--------------------

## Qualifications

1	5 GCSE's at grade C or above (English and Maths essential) or equivalent	Essential	Application
2	2 A Levels or equivalent	Essential	Application

## Skills, Knowledge and Experience

3	Medical terminology knowledge	Desirable	Application
4	Proven ability to work autonomously and organised in a professional environment	Essential	Application Interview Test
5	Proven experience in working in a clinical environment or equivalent professional environment	Essential	Application
6	Proven experience of managing the set up and maintaining clinics/systems/processes	Essential	Application
7	Proven ability to work within a team environment	Essential	Application Interview
8	Experience of using software systems	Essential	Application Interview
9	Excellent Microsoft skills (in all areas)	Essential	Application Interview Test
10	Excellent knowledge of health and safety policies and risk assessment management	Essential	Application Interview
11	Knowledge of Podiatry and its involvement within the education setting	Desirable	Application Interview
12	Excellent and proven customer focussed experience	Essential	Application Interview
13	Experience of stock control (or equivalent) and following process	Essential	Application Interview Test

## Personal Qualities

14	Ability to adapt to organisational change	Essential	Application Interview
15	Ability to adapt to technological advances in the workplace	Essential	Application Interview
16	Flexible and confident approach to work	Essential	Application Interview Test
17	Professional communicator to all stakeholders	Essential	Application Interview Test
18	Ability to build and maintain working relationships	Essential	Application Interview