

## **Informatics Directorate**

### **JOB DESCRIPTION**

**JOB TITLE:** Patient Services Admin Support Officer

**GRADE:** Band 3

**LOCATION:** Morriston Hospital

**HOURS:** 37.5hrs

**CONTRACT TYPE:** Permanent Full Time

**PROFESSIONALLY  
ACCOUNTABLE TO:** Patient Services Officer  
Health Records - Performance Manager

### **JOB SUMMARY:**

The Patient Services Admin. Support Officer will support the Patient Services Officers in the management of the Private and Overseas Patient Service at Morriston and Singleton Hospital.

The post holder will be responsible for keeping accurate records and invoicing patients attending the Hospital on a non-NHS basis.

The incumbent will work within and ensure compliance to any legislative requirements issued by either the Welsh Government or the Department of Health Standards set by Health Care Insurance organizations for private patients, and with International Agreements for overseas visitors.

They will need a flexible approach to the hours worked in order to provide a service across the Trust to patients admitted out of office hours.

### **KEY RESPONSIBILITIES:**

1. To support the accurate reporting and invoicing of all private patient income.
2. To support the accurate reporting of all overseas visitors.
3. Ensuring that all information is collected, collated, analysed and fully validated and signed off.
4. To assist with the maintenance of computerised information systems, including the use of the Patient Administration System and spreadsheets for the collation and analysis of statistical data, and the immediate identification of private and overseas patients for financial and audit purposes.
5. To collect monies from self-funding patients prior to their procedures and to ensure insurance details are secured and checked if the patient is covered by insurance.
6. To maintain and develop knowledge of legislation and other national guidelines in respect of overseas visitors and asylum seekers.

### **PROFESSIONAL AND PERSONAL DEVELOPMENT:**

1. To work independently accessing appraisal within an individual performance framework at pre-determined levels.
2. To participate in Individual Performance Review ensuring that the objectives set, include specific objectives relating to area of work and reflect Service and Health Board plans and priorities.
3. To identify the achievements of personal and professional development through the evidence of a Personal Development Plan / Professional Portfolio developed within an appraisal framework.
4. To attend relevant training developments in order to maintain and develop skills and knowledge required.
5. To develop the ability to reflect on own practice with peers and appraiser and evaluate training experienced.
6. To attend mandatory training courses as required by the Health Board, in areas such as manual handling, fire precaution, child protection, violence & aggression and confidentiality information governance.
7. To actively participate in and learn about any technology available within the Health Board and assist in the introduction of any new systems within the Department / Directorate / Health Board.
8. To recognize own grade boundaries and be responsible for understanding one's own grade limitations – seeking advice as appropriate.
9. To follow Health Board and Departmental Policies and Procedures in managing compliments, complaints and incidents.

### **EFFORT & ENVIRONMENT:**

1. To use display screen equipment and key board on a daily basis.
2. To carry / move equipment within manual handling guidelines.
3. To be flexible on the demands of departmental staff including unpredictable work patterns, deadlines and frequent interruptions.
4. To develop appropriate strategies to manage aggressive behavior within the work place.
5. To sit for long periods when typing reports or inputting data.

## GENERAL:

- **Performance Reviews/Performance Obligation:** The postholder will be expected to participate in the Trust's individual performance review process to ensure continued professional development.
- **Job Limitations:** At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection Act 1998, the postholder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The postholder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Risk Management:** The Trust is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The postholder will be required to comply with the Trust's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Records Management:** The postholder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the Trust in confidence (even after an employee has left the Trust). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Health & Safety:** The postholder is required to co-operate with the Trust to ensure health and safety duties and requirements are complied with. It is the postholder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the postholder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**PERSON SPECIFICATION**

**Job Title:** Patient Services Admin Officer

**Grade: A&C 3**

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	HNC in Business Admin or equivalent or substantial experience relevant to the post.  ECDL or equivalent		A I C
EXPERIENCE	NHS experience  Ability to administer databases.  NHS Information Systems (Myrddin, Oracle)  Ability to set up administrative systems.  Knowledge of in-patient/out-patient processes including waiting list management	Knowledge of Private Patient Procedures  Knowledge of Trust's Financial Procedures and working practices	A I
SKILLS	Excellent communication skills  Good presentation skills  Excellent organisational skills  Understanding of the work practices of Health Professionals  Ability to work to deadlines  Team player but also able to work alone  Keyboard skills. Customer care skills.	Experience of working with range of multi-professional staff  Monitoring and checking skills  Excellent telephone skills	A I C

<p>KNOWLEDGE</p>	<p>NHS Data Standards and definitions</p> <p>Trust Patient Access Policy</p> <p>Good knowledge of office systems, procedures and practices</p> <p>MS Windows.</p> <p>MS Office Package including Word, Excel and Outlook.</p>	<p>NHS systems and standards</p> <p>NHS organisational arrangements</p>	<p>A I C</p>
<p>PERSONAL ATTRIBUTES (Demonstrable)</p>	<p>Ability to communicate effectively orally and in writing.</p> <p>Pleasant and calm in manner.</p> <p>Motivated and enthusiastic</p> <p>Ability to adapt and change to new systems and ways of working.</p> <p>Highly committed and self motivated with high professional standards</p> <p>Team player</p> <p>Ability to work on own initiative</p> <p>Well organised with attention to detail</p> <p>Flexibility in approach to work and hours worked</p> <p>Professional approach</p>	<p>Ability to speak welsh</p>	<p>A I R</p>
<p>INTERESTS</p>			
<p>OTHER (Please specify)</p>		<p>Driving Licence</p>	<p>A I R</p>

Key: A = Application  
R = References  
I = Interview

I = Interview  
T = Test

C = Certificate