NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Physiotherapy Patient Service Advisor**  Responsible To: **Physiotherapy Manager**  Accountable To: **Chief Executive** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| To work as part of a team providing an effective and professional Physiotherapy Booking Service to all Consultants, GPs and patients.  To ensure patients, visitors and staff receive polite and friendly assistance in a timely manner, paying particular attention to the principles of customer care in order to provide a service of the highest possible standard.    To be responsible for the clerical administration of patient registration and to liaise with all the Physiotherapists to ensure the smooth and accurate running of the Physiotherapy Department. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To provide qualified and competent staff delivering consistent standards of service and support within the hospital every day of the year.  As a team, we are fully committed to providing an efficient, evidence based physiotherapy service to both inpatients and outpatients and we aim to maintain the highest standards of individualised patient care in a safe and friendly environment following chartered Society of Physiotherapy Core and Service Standards. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Patients, visitors and other hospital users * Physiotherapy Manager * Physiotherapists * Outpatients Nursing Sister and staff * Ward staff and RMO * GP’s, Consultants and their secretaries * Accounts Department * Antenatal facilitators * Housekeeping * Maintenance * IT |
| 1. **Duties and Responsibilities of the Post** |
| Administration and Management   * To support the senior receptionist in their role and deputise in their absence. * To work closely with the senior receptionist in the allocation of staff by organising shift coverage for vacation needs, considering suitable staffing levels and cost-effectiveness. * To respond if necessary to ensure adequate coverage of the reception desk for sick leave. * To develop and maintain staff awareness of the importance of applying the principles of customer care not only to the patients and consultants but to other departments within the hospital. * To be involved in the induction, training and development of new reception staff. * To ensure that all staff remains professional in both attitude and appearance at all times as per hospital policy. * To manage the charging system both inpatients and outpatients. * To provide and update directories of Consultants and telephone directories and bleep listings for the department.   Operational   * To provide a fast, efficient appointment service to patients, consultants and GPs with due regard to the urgency of any request. * To register patients as they arrive and inform the physiotherapist. * To receive and assist outpatients as they arrive, ensuring the smooth running of the Physiotherapists diaries. * To deal with patient and consultant queries and relay effectively any relevant information to other departments in the hospital and to physiotherapy staff where appropriate. * To provide information regarding the Physiotherapy Department services to patients, visitors and consultants. * To provide an efficient appointment service to all Physiotherapists and patients offering suitable alternatives if required. * To prepare daily computer printouts of Physiotherapists Lists and Registration Forms, and other requests from individual Physiotherapists. * To ensure correct charges are accurately posted to patients’ accounts and deal with any account queries as required liaising closely with the Accounts department. * To ensure that any patient payments are handled in accordance to hospital policy. * To ensure that all patients are registered promptly and registration forms are entered accurately and fully onto the Meditech system paying particular attention to insurance company membership and authorisation numbers and nominated representative. * To ensure that Physiotherapist patient lists are kept updated when changes arise. * To fax and email information as requested. * To be able to deal with and make appointments via written GP referrals and be fully conversant in the printing out of letters from the Meditech system. * To accurately file the daily registration forms which are then kept for three months * To be fully conversant with the Meditech System, and the computerised method of patient documentation. * To ensure that effective booking information, reporting and filing systems are maintained and developed. * To undertake any tasks as designated by the Physiotherapy Manager. * To work flexible hours to accommodate changing workload patterns. * To maintain stationery stock   General   * To create and maintain good working relationships with all members of the Physiotherapy Department working positively to develop a cohesive team. * To promote good relations with referring clinicians, other hospital departments and outside organisations to ensure that the reputation of the Physiotherapy Department and The New Victoria is upheld. * To ensure that the Physiotherapy Reception area is kept tidy and has a welcoming appearance and that any hospital information is readily available. * To be fully competent in the working of all areas within the Department. * To remain professional in both attitude and appearance at all times. * To ensure that good communication links are established with all other departments within the hospital regarding patient information as well as keeping up-to-date with new information. * To deal promptly, sensitively and effectively with complaints or suggestions from Consultants, patients and members of staff in accordance with the Hospital Quality Assurance policies and procedures. * To provide information regarding Hospital services to patients, visitors and Consultants. * Report all accidents, untoward occurrences or problems to the Physiotherapy Manager and record such incidents according to Hospital policy. * Attend all mandatory training in accordance with the law and hospital policy. To be fully aware of the position of fire and emergency alarms, equipment and protocol. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Evolving * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Knowledge, Education, Qualifications and Training | * O level/GCSE in English Language and Maths (preferred) * Knowledge of Microsoft office * IT literacy skills * Ability to take minutes of meetings | * 5 O level/GCSE’s |
| Experience and Achievement | * Administrative skills and competences | * Administration in a hospital or GP surgery |
| Skills, abilities and competencies,  Including  organisational, planning & special skills, e.g. physical verbal, driving  written | * Excellent communication skills, verbal and written * Literate and numerate * Excellent organisational skills * Ability to use own initiative * Accuracy * Good interpersonal skills and ability to deal sensitively with patients, and liaise effectively with medical and other staff. * Innovative and problem solving approach * Mature and flexible attitude to responsibilities. * A readiness to become involved with demands and needs outside routine requirements. * The ability to accept, support and manage change * The ability to generate and put forward new ideas for service improvements/developments |  |
| Personal circumstances | * Ability to prioritise work * Ability to liaise with people at all levels * Have a flexible and adaptable approach to working patterns * To have a professional attitude at all times. * Work to tight deadlines and remain calm * Ability to work 12 hour shifts if required |  |