

Patient Services Officer

Department: Health and Community Services

Division: Non-Clinical Support Services

Reports to: Business Support Team Leader

JE Reference: HCS1017

Grade: 5 (AfC: B)

JE Date: 8/3/2021

Job purpose

To provide and coordinate comprehensive and confidential patient support within the Health and Community Services Department. Supporting on a range of tasks, assisting with specific business as usual and task management as directed by the relevant manager, with particular emphasis on a positive patient experience, accuracy and flexibility, ensuring that all outputs are in line with requirements and agreed timescales

Job specific outcomes

1. Provide a broad range of confidential patient support to the relevant business area, which may include management of appointments, correspondence, face to face and telephone communication using initiative and drawing on experience to anticipate non-clinical patient/relative queries.
2. Update internal systems and data, including making changes to records such as change of address and other patient or departmental related information to ensure accurate patient records are maintained.
3. Work collaboratively with other members of the team by assisting with other ad hoc projects and at times of exceptional pressure / workload. Ensure that all administrative processes and procedures are appropriate for purpose (i.e. document version control, computerised filing, paging tests), well documented and consistently applied.
4. Advise and give non-clinical guidance to patients and visitors, who may have complex issues or are in an emotional or distressed state, so they can easily access and obtain advice, support and decisions in relation to the department's services.
5. Responsible for ensuring patient appointments are made and where necessary arrange transport and co-ordinate discharge services which meet individual patient need. Support the preparation of Failsafe reports for distribution at relevant meetings.
6. Ensure all aspects of accurate up to date information is immediately available through effective use of health digital systems, to ensure maintenance of hospital wide computer interface.
7. Communicate and share relevant information with stakeholders involved with patient welfare to ensure they are appropriately supported and to promote collaborative working.

8. Develop and maintain an awareness of other teams and service activities, building positive relationships with them to ensure a collaborative service is provided to the clinical areas.
9. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
10. Responsibility of processing of invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual

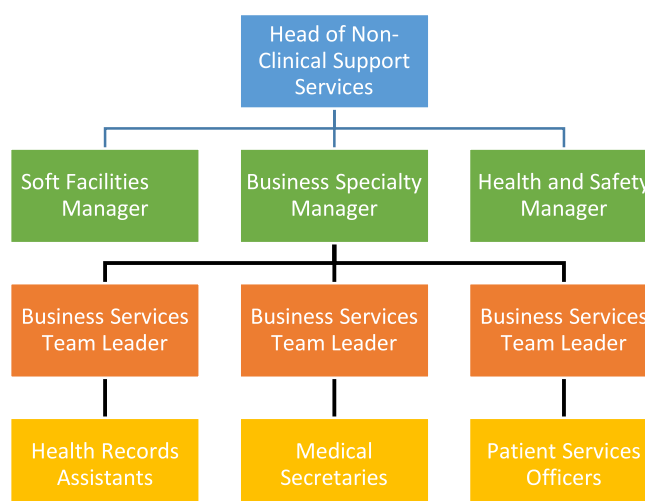
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to GCSE level with five pass grades or equivalent vocational qualification or customer service experience.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently.</p>	<p>Knowledge of medical terminology would be advantageous.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent level of IT skills and the ability to learn GoJ Systems</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent communication and inter-personal skills are essential to deal with enquiries at all levels.</p> <p>Excellent administrative and organisational skills.</p> <p>High level of accuracy and attention to detail</p> <p>The ability to maintain confidentiality and discretion at all times.</p> <p>The ability to work independently, accurately and using one's own initiative whilst prioritising own and others workload.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working within a customer focused environment dealing with customers face to face and on the phone.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		