

Patient Services Officer – Integrated Community Support

Department: Health and Community Services

Section: HCS24

Reports to: Clinical Supervisor HCS24

JE Ref: HCS1099

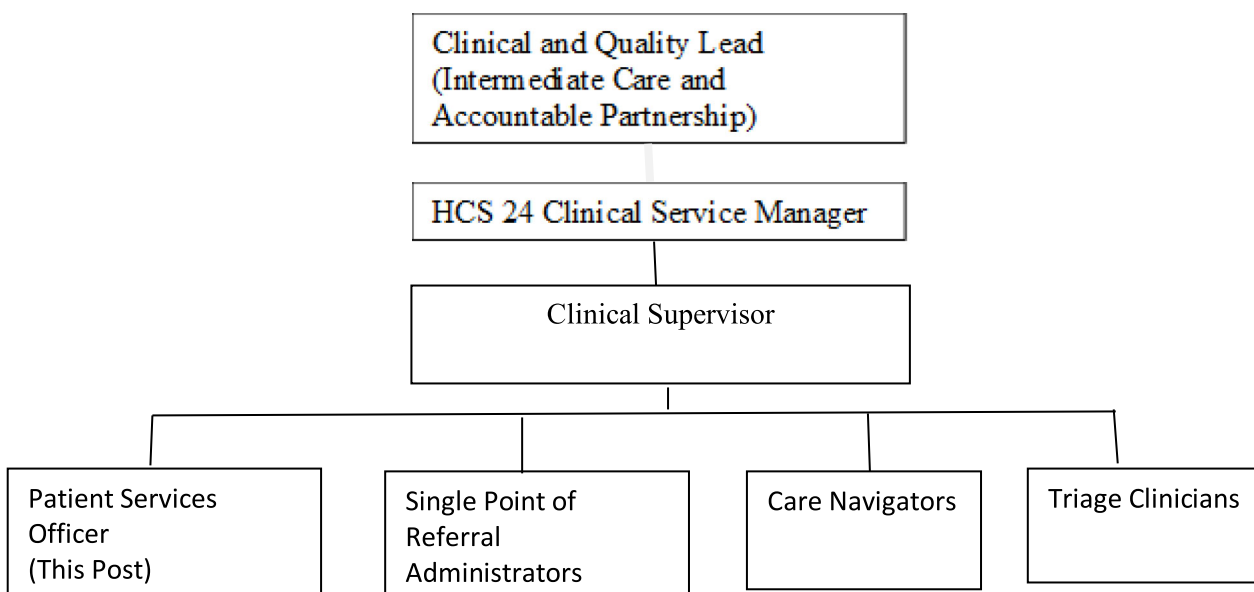
Grade: 5 (AfC: B) **JE Date:** 06/04/2022

To provide and coordinate comprehensive and confidential patient support within the Health and Community Services Department in procuring long-term packages of care. Supporting early supported discharge of Mental Health and General Health patients who are awaiting discharge due to requiring a long-term package of care, or those who are recently discharged into the FNHC short-term domiciliary pathway. Supporting a positive patient experience, accuracy, and flexibility, ensuring that all outputs are in line with requirements and agreed timescales.

1. Provide a broad range of confidential patient support in the procurement of packages of care, 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 relevant to patient discharge are appropriate for purpose (i.e., document version control, computerized filing, paging tests), well documented and consistently applied.
4. Advise and give non-clinical guidance to patients and nominated family members, 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 discharge plan.
5. Responsible for ensuring patient appointments are made and where necessary arrange transport and co-ordinate discharge services which meet individual patient need.
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. Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Educated to GCSE level with five pass grades or equivalent vocational qualification or customer service experience.</p>	
<p>Knowledge 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).</p>	<p>Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently.</p> <p>Understanding of the social care support services</p>	<p>Knowledge of medical and Social Care terminology would be advantageous.</p>
<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Excellent level of IT skills and the ability to learn GoJ Systems</p>	
<p>General Skills/Attributes 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.</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 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).</p>	<p>Experience of working within a customer focused environment dealing with customers face to face and on the phone.</p>	<p>Previous experience of working within a health or social care environment</p>
<p>Criteria relating to Safeguarding Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</p>	<p>Ability to work with vulnerable people</p>	