



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

CAJE REF: RVC/2022/0090

## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS:

Job Title	Private and Overseas Patients Officer
Pay Band	Band 5
Division/Directorate	Surgical Services
Department	Outpatients

#### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Patient Pathway & Performance Manager
Reports to: Name Line Manager	Assistant Service Manager – Outpatients
Professionally Responsible to:	Patient Pathway & Performance Manager

#### Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

#### Job Summary/Job Purpose:

- To work autonomously and be responsible to the service manager for administratively managing the Private Patient and Overseas Visitors Service.
- Responsible for keeping accurate records and invoicing patients attending the hospital on a non-NHS basis, including overseas visitors.
- Work within and ensure compliance to any legislative requirements issued by either the National Assembly for Wales or the Department of Health Standards set by Health Care Insurance organisations for private patients, and with International Agreements for Overseas Visitors.

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## **DUTIES/RESPONSIBILITIES:**

### **JOB PURPOSE -**

- The accurate reporting and invoicing of all private patient income.
- The accurate reporting and invoicing, where appropriate, of all overseas visitors.
- Ensuring that all information is collected, collated, analysed and fully validated and signed off. To take responsibility for ensuring that the appropriate documentation is available for all authorised users.
- 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.
- To collect monies from all self-funding patients prior to their procedures and to ensure insurance details are secured and checked if the patient is covered by insurance.
- To ensure that all monies paid are managed in accordance with the Trust's Financial Policy.
- Working with the Private Patient Group, assist in the development of the service with a view to bringing to the attention of patients the options available in respect of the provision of private accommodation and other related services for private patients.
- To maintain a specialist knowledge of legislation and other national guidelines in respect of overseas visitors and asylum seekers.
- To provide specialist knowledge to, and meet with, patients considering private patient / OSV status/an amenity bed and advise them on the service available, including the costs.
- Use tact and diplomacy to advise both Clinicians and patients of their responsibilities that they have as individuals, completing the appropriate paperwork.
- To ensure that all information for private patient / OSV activity and invoicing are raised within the deadlines set by the Director of Finance, and in accordance with the Health Boards Policies and Procedures.
- To liaise and act as intermediary with insurance companies on behalf of any private patient in respect of their treatment or payments.
- To communicate and maintain close working relationships with Consultants and other staff who see/treat private patients in Hospital.
- To appraise patients of any changes in local/legislative arrangements in respect of the treatment of private patients/non NHS patients.
- To act as authorised signatory for all cash/financial payments received in respect of private/non NHS treatment provided.
- To undertake surveys/audits to ensure users' compliance to the Health Board's Private Patient Policy / OSV i.e. the completion of the appropriate documentation and early identification of all such patients attending for treatment.
- To analyse/provide reports on non NHS activity.
- Communicate sensitively and tactfully with 'bad' debtors with a view to obtaining outstanding payment for treatment provided.
- To work in accordance with the Health Board's Financial Policies.
- To provide, on a monthly basis, a comparative analysis of patient throughput.
- To interview and charge all appropriate overseas patients (or their relatives) in accordance with Government Policy in order to recoup costs incurred by the Trust. This will require the post holder to communicate in a sensitive way with tact and diplomacy.

### **COMMUNICATION AND RELATIONSHIP RESONSIBILITIES –**

- Communicate with a wide variety of professions, stakeholder and clinicians on complex and sensitive issues
- Training skills required for developing staff on legislation and guidance
- Provide professional advice, on policy and process and suggest practical solutions
- Investigate proactively formal and informal complaints and queries from patients,

clinicians and other staff;

- To liaise with appropriate external bodies, e.g. Home Office, Customs, Police, insurance companies

#### **PLANNING AND ORGANISATION**

- Develops and contributes to long term plans to improve service delivery in the service
- Makes plans to implement legislative and policy changes;

#### **PATIENT CLIENT CARE TASKS**

- To respond proactively to the non-clinical needs to patients and carers, and to maintain the high standard and reputation of the Health Board;
- To ensure the security of patient health records and patient identifiable information
- Deal with complaints (formal and informal) and queries from patients;
- To direct and give information to all patients and visitors entering the department.

#### **INFORMATION RESOURCES**

- Responsible for the management and maintenance of the database that holds up to date records.
- To provide monthly analysis of patient throughput
- Analysis the PAS to identify OSV and private patients
- Ensure that the confidential nature of patient information
- Update systems databases to record all in-house statistics
- Attend departmental supervisory meetings and implement systems within the department to ensure all relevant information is communicated to all members of staff;
- Respond promptly to any complaints received in accordance with the Health Board Complaints Procedure.

#### **FINANCIAL AND PHYSICAL RESOURCES**

- To work with Health Board Financial policies and procedures

#### **CONTINUING PROFESSIONAL DEVELOPMENT**

- Develop a personal development plan annually as part of the Personal Development Review process.
- Keep skills up to date.
- Use available resources to keep abreast of informatics and Health Records issues.
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc. and the latest E-policies.
- Capture evidence of personal development via reflective journals, evaluation forms etc. and store in accordance with Health Board guidance for CPD portfolios. Use this information during the PDR to provide evidence for application of skills required to carry out role.

**PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	Educated to Degree Level or Equivalent or substantial experience relevant to the post	Professional Counselling Skills	Application form and pre employment checks
<b>Experience</b>	<p>NHS experience</p> <p>NHS information Systems (especially patient information systems)</p> <p>Knowledge of inpatient/Outpatient processes including waiting list management</p>	<p>Knowledge of Private Patient Procedures</p> <p>Knowledge of Overseas Visitor procedures</p> <p>Knowledge of Trust's Financial Procedures and working practices</p>	Application form and interview
<b>Aptitude and Abilities</b>	<p>Excellent Communication skills</p> <p>Good presentation skills</p> <p>Excellent Organisational skills</p> <p>Understanding of the work practices of Health Professionals</p> <p>Abilities to work to deadlines</p> <p>Team player but also able to work alone</p>	<p>Ability to speak Welsh</p> <p>Experience of working with a range of multi-professional staff</p> <p>Monitoring and checking skills</p> <p>Excellent telephone skills</p>	Interview
<b>Values</b>	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else's shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering</p>		Application Form Interview References

	<p>and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		
<b>Other</b>	Ability to work hours flexible according to service needs.		Application form and interview

#### **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions.

This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

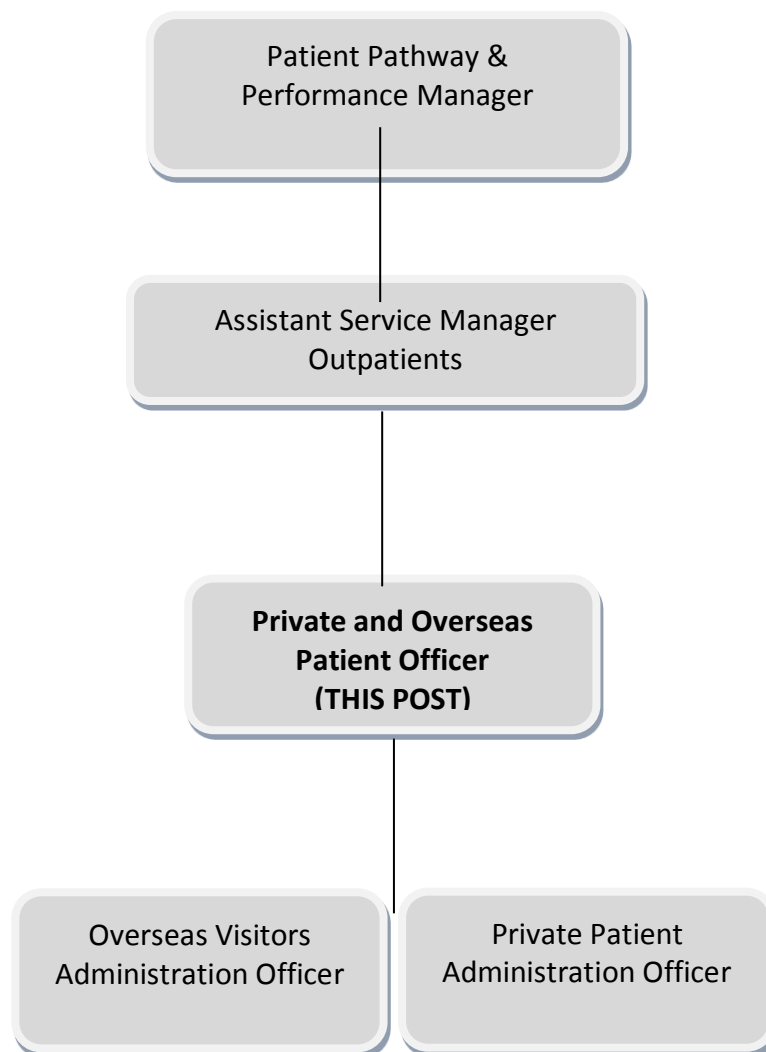
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**Job Title: Private and Overseas Visitor Officer**

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## Organisational Chart





**Job Title: Private and Overseas Patients Officer**

**Supplementary Job Description Information**

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
<b>Sitting in restricted position</b>	<b>Every Day</b>	<b>Up to 5 hrs at a time</b>	
<b>Repetitive movements typing and using mouse</b>	<b>Every day</b>	<b>Up to 5 hrs at a time</b>	

### **Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
<b>Checking policy documents</b>	<b>Every day</b>	<b>Up to 5 hrs a day</b>	
<b>Interpreting and implementing WG guidance</b>	<b>Every day</b>	<b>Up to 5 hrs a day</b>	

### **Emotional Effort**

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

<b>Examples of Typical effort(s)</b>	<b>How often per week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
<b>Giving unwelcome news to patients</b>	<b>Approx 3 days per week</b>	<b>Up to 2 hrs a day</b>	
<b>Dealing with difficult situations when patients are unable to pay bill required</b>	<b>Approx 3 days per week</b>	<b>Up to 2 hrs a day</b>	

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Continuous use of VDU	Every Day	Up to 5 hrs at a time per day	