



## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

<b>Job Title</b>	Private Patient Administrative Support Officer
<b>Pay Band</b>	3
<b>Hours of Work and Nature of Contract</b>	To be completed on recruitment
<b>Division/Directorate</b>	Morrison Service Group
<b>Department</b>	Private Patients
<b>Base</b>	To be completed on recruitment
<b>ORGANISATIONAL ARRANGEMENTS:</b>	
<b>Managerially Accountable to:</b>	Private Patients and Overseas Visitors Officer
<b>Reports to:</b>	Private Patients and Overseas Visitors Officer
<b>Professionally Responsible to:</b>	Patient Pathway and Performance Manager
<b>Our Values</b>	
<p>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".</p>	

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## **Job Summary/Job Purpose:**

To provide a courteous and professional service that complies with procedural guidelines and quality stands. The role will support the Private Patient Officers in the management and processing of private patients and overseas visitors at Morriston and Singleton Hospitals.

## **DUTIES/RESPONSIBILITIES:**

### **Communication and Relationship Skills**

- Ensure that all communication with patients, carers and staff is always undertaken in a courteous helpful manner.
- Transfer callers to relevant departments when necessary.
- Liaise with consultants, nurses and medical secretaries, and Health Care Professionals such as Cardiology Technicians, Medical Photographers.
- Information relating to the processing of private patients, such as attendance dates, source of funding.
- Liaise with patients, insurance companies and Private Consulting Rooms to ensure funds are available prior to treatment.
- Liaise with departments in relation to the attendance of overseas visitors.
- Liaise with finance staff in relation to billing and queries.

### **Planning and Organisational Tasks**

- Ensure that all private patient and overseas visitor information is recorded accurately and in a timely manner.
- Ensure that private patients are notified in a timely manner of the date of treatment and appropriate costs as determined by the Private Patient Officers.
- Liaise with MRI staff to process private patients on a weekly basis.
- Ensure that overseas visitors are contacted to provide relevant paperwork to show exemption from payment, if appropriate.
- Liaise with the Health Records Department to ensure medical notes are provided for attendances and admissions.
- Ensure that charge sheets are dispatched via email and where provided by consultants, that referrals are attached.
- Liaise and inform Bed Management teams of inpatients and day cases to be admitted.

### **Patient / Client Care Tasks**

- Respond proactively to the non-clinical needs of patients and their carers, and to maintain the high standard and reputation of the Health Board.
- Maintain a clean and tidy workspace ensuring the security of patient identifiable information at all times.
- Direct and provide information to all patients entering the department.

## **Responsibilities for Information Resources**

- The efficient use of WPAS to ensure accuracy in recording and capturing of:  
Private patient activity  
Overseas visitor status.
- Maintain and update spreadsheets for monitoring private patient and overseas visitor activity.
- Summarise the information on a monthly basis, identifying issues in conjunction with Private Patient Officers where appropriate.
- Support the accurate reporting of private patient and overseas visitor income.
- Maintain and develop knowledge of legislation and other national guidelines in respect of overseas visitors and asylum seekers.
- Ensure that all patients' health records are managed according to Health Board Policies and guidelines:
- Health Records Tracking; Compilation of Health Records; Storage Security of Health Records; Patient Confidentiality.

## **Responsibilities for Financial and Physical Resource**

For MRI patients:

- Collect monies from self-funding private patients prior to their treatment.
- Ensure that the cost of treatment is approved for patients with private insurance prior to their treatment.
- Raise accurate invoices in a timely manner using the Oracle financial system.
- Raise receipt of payment and forward to patients/insurance companies.
- Ensure adequate supplies of stationery are available, ordering supplies as necessary.
- Maintain a knowledge of the relevant Health Board Financial Control procedures.

## **Responsibilities for Training and Development**

The Health Board is committed to supporting learning and development to improve the organisation's performance, and the post holder will be expected:

- Develop a personal development plan annually as part of the Personal Development Review (PDR) process.
- Ensure continuation of personal development through appropriate formal training as and when necessary.
- Attend all mandatory training as and when required.
- Participate in development programmes and / or training within the department or Health Board
- Actively participate in any technology available and in the introduction of any systems within the department or Health Board.
- Provide support and assistance to new starters and any staff covering areas.

## **Responsibilities for Research and Development**

- To assist in the collection of baseline data for departmental use on a monthly

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basis.

## **Risk management and Health & Safety**

- Responsible for the health and safety of staff and identify and report on hazards / incidents within the workplace.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>5 GCSE passes or equivalent and/or relevant experience</p> <p>NVQ level 3 or equivalent experience of an Administration/Office Practice qualification</p> <p>Evidence of continuous professional development</p>		Application form and pre employment checks
<b>Experience</b>	<p>Experience of working within a Healthcare Administration environment</p> <p>Computer literate</p> <p>Customer service training</p>	<p>Experience of managing staff</p> <p>Experience of implementing change</p>	Application form and interview
<b>Aptitude and Abilities</b>	<p>Ability to communicate effectively with a variety of staff and public both verbally and in writing</p> <p>Microsoft Office Skills</p>	<p>Knowledge of WPAS</p> <p>Ability to prioritise and achieve deadlines</p> <p>Ability to handle complex problems</p> <p>Ability to speak Welsh</p>	Interview
<b>Values</b>	Can demonstrate SBU values		Application Form Interview References
<b>Other</b>	<p>Adaptable, conscientious and approachable</p> <p>Cheerful in the face of challenges</p> <p>Self-motivated and enthusiastic</p>		Application form and interview

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	Pleasant disposition and able to foster good relations with team members / patients		

## **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.

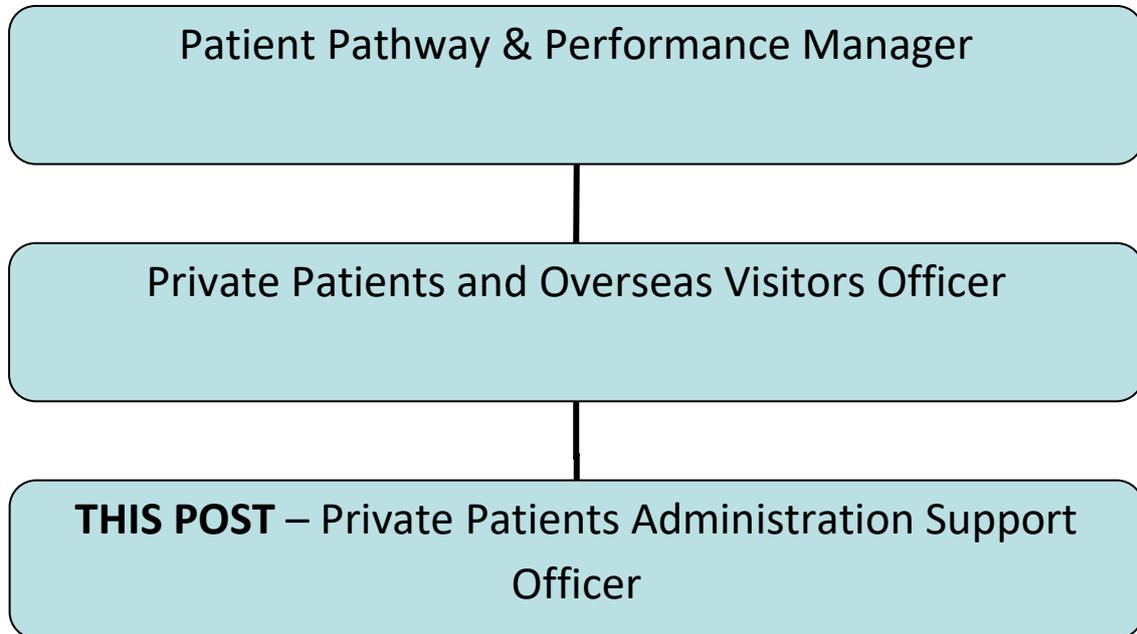
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection 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

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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.

## Organisational Chart



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