|  |  |  |  |
| --- | --- | --- | --- |
| TITLE | TRAINEE PATIENT SERVICES ADMINISTRATOR | **GRADE:** | **5** |
| FUNCTION/AREA | PATIENT SERVICES | | |
| **REPORTING TO** | PATIENT SERVICES MANAGER | | |

## PURPOSE OF THE ROLE

|  |
| --- |
| To help provide an excellent administrative service to patients and the broader Bourn Hall team in order to promote customer service excellence. The post holder may work in any of the functions within the Patient Services department with coaching and mentoring from senior team members. |

## MAIN INTERFACES

|  |
| --- |
| **INTERNALLY**: Bourn Hall Clinic Management and all Bourn Hall staff. |
| **EXTERNALLY**: Patients and prospective patients, General Practitioners, NHS hospital staff, counsellors and marketing/PR agencies. |

KEY TASKS & RESPONSIBILITIES

|  |
| --- |
| To assist Patient Services staff as follows:   * Working with the other members of the Patient Services team in role modelling the company’s core values as a first point of contact with the Clinic for patients. * Answering incoming enquiries via telephone, email and online web enquiry forms. * Sending relevant information sheets and links to provide prospective patients with the most relevant, up to date and accurate information * Making initial consultation appointments and follow up administration using company systems such as patient database, patient portal, email etc. * Data input including patient demographic details, funded referral forms. * Assist in day-to-day administrative tasks as required. * All other tasks that fall within the remit of the Patient Services department. * Provide cover for open evenings, patient seminars and events as required. * Willing and able to provide cover for Patient Services staff at all other sites on an as required basis. * Supporting reception and patient support co-ordination duties as and when required. |

## MANAGEMENT/LEADERSHIP

|  |
| --- |
| Not applicable |

**ACCOUNTABILITY AREA**

|  |
| --- |
| To ensure that the administrative responsibilities are carried out accurately and in a timely fashion with the utmost consideration for patient care and confidentiality. |

**AUTONOMY & AUTHORITY**

|  |
| --- |
| To be able to work unsupervised when required and to take responsibility for workload. To make suggestions for improvement in processes and procedures to improve efficiency. |

**FUNCTIONAL** **KNOWLEDGE/BUSINESS EXPERTISE**

|  |
| --- |
| Computer literate, accurate and with careful attention to detail. Able to type proficiently. Sensitivity and understanding is required, together with absolute accuracy, discretion and confidentiality. |

## PROBLEM SOLVING

|  |
| --- |
| To liaise with other staff to find solutions to internal and external problems. |

**NATURE & AREA OF IMPACT**

|  |
| --- |
| Support for Patient Services team in order to support the larger clinical teams to ensure customer service excellence. |

**INTERPERSONAL SKILLS**

|  |
| --- |
| Good team player, with sound communication skills and an ability to work under pressure. A flexible and helpful attitude to ensure the smooth running of the department. Good communication skills required at all levels, both internally and externally. Ability to deal diplomatically with colleagues and patients both face-to-face and via telephone or email. Discretion required in dealing with patients and funding authorities because of the sensitive nature of the treatment, and confidentiality regulations. Good listener - a ’friendly voice at the end of the phone'. |

**SPECIAL PROJECTS**

|  |
| --- |
| To assist with any special projects as and when required. |

**CANDIDATE’S PROFILE**

|  |
| --- |
| EDUCATION/PROFESSIONAL EXPERIENCEAt least A level or equivalent education.Experience in use of email, word and databasesExperience in a customer facing environmentExperience in a clinical environment an advantageLANGUAGESExcellent spoken and written EnglishSKILLS & COMPETENCIESComputer literate ideally with touch typing skills.  * Excellent telephone manner. * A desire to deliver excellent customer service.  Accurate, methodical, well organised and used to working as part of a team.Able to work in a fast-paced environment with excellent attention to detail.Calm outlook, discrete, adaptable and able to respond to patients in an appropriate manner.Capable of lateral thinking and have good recall.Willingness to learn and receptive to continued education.A caring and understanding attitude to patients and awareness of the sensitivity and confidentially of fertility treatments.Able to prioritise workload and willing to assist other members of staff. |

|  |  |  |  |
| --- | --- | --- | --- |
| **APPROVALS** | | | |
| JOB HOLDER: |  | DATE: |  |
| LINE MANAGER: |  | DATE: |  |