

## ROLE BRIEF

<b>Department:</b>	<b>Guest Services</b>
<b>Job Title:</b>	<b>Guest Services Assistant (Clinical Support)</b>
<b>Responsible To:</b>	<b>Guest Services Manager/Guest Services Coordinator</b>
<b>Location:</b>	<b>The Horder Centre, Crowborough</b>
<b>Role Summary:</b>	<p>At Horder Healthcare we are committed to delivering excellent Customer service from the first phone call or face to face enquiry, whether it's from a patient, visitor or colleague, through to admitting patients for surgery or helping patients to access one of our services.</p> <p>This is a key role within the Guest Services Team. The Guest Service Assistants (Clinical Support) are responsible for providing administrative support to the clinical teams to enable a seamless patient journey. Handling the preparation of medical records for Consultant lead out-patient appointments and surgery, where accuracy is paramount. Ensuring clinical staff and outside agencies have access to the information they need to keep the patients safe.</p> <p>The role will provide a varied and, at times, a fast paced environment, where a consistent high level of attention to detail is required.</p>
<b>Key Duties:</b>	<p><b>Service Provision:</b></p> <ul style="list-style-type: none"> <li>• Use of computer programmes – for example Microsoft packages, Patient Administration Systems, Image requesting software – to admit patients, book follow-up patients and type discharge summaries. Data collection and entry.</li> <li>• Ensure escalation to the relevant Head of Department or Duty manager of any issues that may affect the Patient/Customer experience.</li> <li>• Update the Patient Administration System (PAS) as required, checking and amending registration and insurance details, creating supporting documentation such as appointment letters and discharge letters as required. Checking that our PAS matches the consultants booking form, adding and amending patient alerts as required. Ensuring attention to detail at all times and that data quality standards are met and maintained in line with GDPR.</li> <li>• Work together with clinical staff to ensure smooth running of the Pre-admission, Day services and in-patient wards and Out-patient reception. Helping patients to navigate the pathway and assist them, where required, to complete documentation.</li> <li>• Receive telephone queries from patients following their surgery, ensuring calls are dealt with quickly and handled professionally and effectively to ensure patient safety.</li> <li>• Liaise with colleagues in other departments, both clinical and non-clinical, to ensure the provision of a seamless service to patients, consultants, colleagues and others.</li> <li>• Escort patients as needed to the relevant areas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Arrange Diagnostic investigations through trust hospitals and transport when required. Liaising with clinicians on both sites.</li> <li>• Handle internal telephone calls coming into department and deal with as appropriate.</li> <li>• Ensure that Imaging is transferred from external providers onto our systems for the clinical staff, by checking all referrals and requesting from other hospitals/providers. <ul style="list-style-type: none"> <li>• Handle Subject Access Requests from patients and Solicitors, ensuring these are dealt with in line with GDPR</li> </ul> </li> </ul> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Act as a specialist in Horder Healthcare services to knowledgably answer patient queries and engage with patients through the promotion of Horder Healthcare.</li> <li>• Deal with customer complaints in a professional manner, involving more senior staff as required and following Horder Healthcare's complaints guidelines.</li> <li>• Identify and propose improvements in service delivery based on customer feedback and own observations.</li> <li>• Ensure a constant focus on the delivery of a high level of customer service, whoever the customer is identified to be.</li> <li>• Contact each post-operative patient within agreed timeline to ensure that they are happy with the services provided and to identify if further assistance may be required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• To carry out any other reasonable duties as requested by senior staff.</li> <li>• To cover other Guest Services colleagues as required.</li> </ul>
<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Deal with customer complaints in a professional manner, involving senior staff as required and following Horder Healthcare's Complaints Guideline.</li> <li>• Liaise with the management team to put forward proposals for improvements in service delivery based on customer feedback.</li> <li>• Ensure that the customer's experience is as positive as possible and actively promote the organisation with customer interactions.</li> <li>• Take part in the company appraisals system.</li> <li>• Follow safe operating procedures for each of the areas within the department.</li> </ul>

<b>Key Knowledge, Skills and Experience:</b>	<p><b>Must Haves</b></p> <ul style="list-style-type: none"> <li>• Good general education</li> <li>• Previous experience customer service role</li> <li>• A minimum of 2 years administration skills</li> <li>• Excellent communications skills with a bright and breezy telephone manner</li> <li>• Demonstrable ability to work with a wide range of people</li> <li>• Proficient with current technology and software application inc. Microsoft Word, Excel and Outlook and excellent keyboard skills</li> <li>• Ability to work in a fast paced environment and prioritise workload to meet deadlines</li> <li>• Confident working alone as well as part of a team</li> <li>• Well-presented and articulate</li> </ul> <p><b>Nice to Haves</b></p> <ul style="list-style-type: none"> <li>• Experience in a hospital/medical environment</li> <li>• Experience in a role dealing directly with the public</li> <li>• Previous experience in handling financial transactions</li> </ul>
<b>Health and Safety:</b>	<p><b>The Health Act 2008</b></p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
<b>Equal Opportunities</b>	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependents, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
<b>Confidentiality</b>	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.</p>

<b>Safeguarding</b>	You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
<b>People Managers (if applicable)</b>	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
<b>Review</b>	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we 'll discuss with you first.
<b>Role Brief Agreement</b>	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>