HORDERHEALTHCARE

ROLE BRIEF

Department:	**Guest Services**
Job Title:	**Guest Services Assistant (Clinical Support)**
Responsible To:	**Guest Services Manager/Guest Services Co-Ordinator**
Location:	**Crowborough**
Key Duties:	• Organising of medical records storage including the provision of an effective and efficient archiving solution. • Filing medical records and associated documents. • Collating patient records for Outpatient Clinics, Audits and fore filling requests for record retrieval internally. • Request and receive records from our off-site storage provider in line with our standard operating procedure. • Collecting medical records from around the hospital and ensuring they are tracked to the correct location. • Date inputting on Excel and iPMS • Moving and handling boxes of records • Filings, scanning, photocopying, distribution and retrieval of patient's notes in line with Horder Healthcare Records Management guidelines. • Receive telephone calls and forward as appropriate. • Distribute documents etc. to patients/staff. • To proactively anticipate work load and to prepare ahead accordingly. • To maintain a good working relationship with all external parties linked with the business. • Ensure, in conjunction with the Guest Services Manager / Guest Services Coordinator, that annual leave and planned sickness are covered in the Clinical Support team. • Contribute to the delivery of a high standard of Customer Care. • Work together with other departments within the business to ensure a seamless patient journey.
Key Accountabilities:	• Adhere to customer services standards and accompanying guidelines. • Deal with customer complaints in a professional manner, involving senior staff as required and following Horder Healthcare's Complaints Guideline. • Liaise with the management team to put forward proposals for improvements in service delivery based on customer feedback. • Ensure that the customer's experience is as positive as possible and actively promote the organisation with customer interactions • Take part in the company appraisals system.
Key Knowledge, Skills and Experience:	**Must Haves** • A minimum of 2 years recent customer service experience, face to face and on the telephone.

	• A minimum of 2 years recent administration experience • Ability to multi-task and confident to work alone • Good communication and interpersonal skills with colleagues at all levels • A bright and breezy telephone manner (you can hear a smile over the phone!) • Proficient in Microsoft Word, Excel and Outlook with recent working experience • Excellent Keyboard/ skills • Good general education – minimum GCSEs or equivalent A-C / 5-9* in Maths and English. **Nice to Haves** • Medical Records management experience • Customer Service training • Previous experience in a medical setting will set you apart from the rest • Experience of maintaining petty cash records and petty cash reconciliation • Knowledge of iPMS
Health and Safety:	**The Health Act 2008** Code of Practice for Prevention and Control of Healthcare Associated Infections: 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. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	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.
Confidentiality	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.
Safeguarding	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.
People Managers (if applicable)	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.
Review	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.
Role Brief Agreement	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. **Colleague name:** **Colleague signature:** **Date:**