

#CaringForYourCareer



**Job Title:** Registered Nurse  
**Department:** Outpatients  
**Reporting Manager:** Outpatients Manager

<b>Job Summary</b>	<p>Working within an experienced team of Finance professionals, you will be responsible for managing the debts of the organisation, ensuring timely payments are received, and maintaining strong relationships with our clients. You will have excellent skills in customer communication, dispute resolution and advanced Excel and reporting skills to help minimize debts and ensure a steady and financially sustainable cash flow.</p>
<b>Key Duties   Accountabilities</b>	<ul style="list-style-type: none"><li>• Lead on the pre-authorisation of all insured patients admitted to Horder Healthcare.</li><li>• Managing the collection of all payments from all self-pay patients in accordance with the procedure policy of the organisation.</li><li>• Monitor and manage, payments, cash receipts register and outstanding balances to reduce company debt.</li><li>• Conduct regular follow-ups with clients for overdue payments via phone, email, and letters.</li><li>• Maintain accurate records of all credit control activities and communications.</li><li>• Resolve payment discrepancies and disputes efficiently and professionally.</li><li>• Prepare regular reports on credit status and debt recovery progress.</li><li>• Transfer, on a needs basis, any debt to nominated debt collection agencies in accordance with the organisation policy.</li><li>• Collate payments and prepare bank paying slips on a daily basis, or as often as required.</li><li>• Ensure compliance with all relevant regulations and company policies.</li><li>• Participate in "in-house" training sessions and attend meetings and discussions to inform practice, when required and remain up to date with all mandatory training, whether it be online or in person.</li><li>• Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare.</li><li>• Ensure that you working ethic remains aligned to our core values as a group: Caring, Friendly, Quality, Integrity and Pride.</li></ul>



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<b>About You</b>	<ul style="list-style-type: none"> <li>• Prior experience as a Credit Controller or in a similar financial role.</li> <li>• Strong understanding of credit control principles and practices.</li> <li>• Proficient in accounting software and MS Office, with an advanced level in MS Excel.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Strong analytical skills and attention to detail.</li> <li>• Ability to work independently and as part of a team.</li> <li>• High level of integrity and professionalism..</li> </ul>
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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.

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:**.....

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JOIN  
OUR TEAM



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### The Health Act 2008

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. For further information, please 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 Radar system.



### Equal Opportunities

At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.



### 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.



### 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.



### People Management

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.