**JOB DESCRIPTION**

**Job Title:**  Patient Services Administrator

**Reports To:**  Customer Service and Administration Manager

**Team:** Patient Services Team

**Location:** Leeds

**Date Prepared:** 9th October 2017

# PURPOSE

This role will be the first point of contact for our patients and stakeholders contacting LivingCare Group. We require an individual who is actively able to multi-task and maintain the highest customer service standards. The role requires the individual to take telephone calls from patients, live web chat from patients, emails and text messages. We would expect the role holder to be able to multi task across all these platforms and respond across all mediums quickly and professionally. This role is responsible for the administration relating to calls and interactions with patients and stakeholders in what can be a busy environment.

We want dedicated individuals who are keen to put our patients at the heart of everything we do.

LivingCare Group are rapidly growing across Yorkshire, with reaches further across the country. We continue to develop new services across our private and NHS provision.

**MAIN DUTIES AND RESPONSIBILITIES**

* Professionally conducting telephone enquiries in a timely manner
* Responding to queries over the web chat function
* Responding to any other forms of communication from patients and stakeholders
* Managing waiting times and escalating where appropriate
* Ensuring delivery of company KPIs
* Managing clinic waiting lists in line with treatment targets
* Ensuring compliance of clinics within company KPI tolerance
* Managing patient booking follow up from clinics
* Ensuring patient satisfaction
* Admin related to patient appointments
* Entering and fulfilling all Systmone requirements
* Ensuring all processes are completed for patients booking appointments with LivingCare
* Keeping track on waiting times and escalating where appropriate
* Any responsibility within the customer service function.

**Training**

This role will have access to external and in house training courses.

Annual appraisals and professional development plans will be performed and acted upon appropriately.

**Ongoing Support**

The post holder will have ongoing support throughout the operational structure. They will also work closely with the clinical team.

**Key Relationships**

This role will link with a variety of key stakeholders including:

* Clinical services manager
* Call handling and other customer service team members
* Registered nurses
* General Practitioners
* Advanced Nurse Practitioners
* Health care support workers
* Members of the CCG
* Members of the local secondary care establishments
* Patients
* General Public
* Receptionists
* Administrators
* Secretaries

**Behaviours**

Living Care has a set of core values which we expect all staff to demonstrate. Building on these we have developed a set of expectations that we expect all team members to demonstrate.

Managing self and others:

* Take care of your own well being and that of your staff
* Manage yourself and your emotions
* Share your knowledge and experience
* Use appropriate language when communicating to others to ensure they understand
* Be decisive
* Be positive – focus on what you can do and why something will/could work
* Actively seek feedback and act on it (where appropriate)
* Know when to step in and do it yourself and when to leave others to have a go
* Be self aware: know your strengths and development needs and look for ways to develop
* Be visible

## STRUCTURE CHART

# KNOWLEDGE, SKILLS AND EXPERIENCE

* Experience of clinical administration
* IT literate
* Able to multi task
* Has a patient focus
* Caring and empathetic approach
* Team worker
* Considerate
* Understanding of the NHS and health is desirable
* Quick learner

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**SAFETY**

**Health and Safety at Work Act**   
  
The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time to time.

Work safely at all times in accordance with legislative requirements and practice policies and procedures

**SIGNATURES**  
  
Jobholder Name ………………………………………………………..  
  
Signature ……………………………………………………….  
  
Date ………………………………………………………  
  
Manager Name ………………………………………………………..  
  
Signature ……………………………………………………….  
  
Date ………………………………………………………