NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: Credit Controller  Responsible To: Patient Accounts Supervisor  Accountable To: Financial Controller |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| To assist the Patient Accounts Supervisor in the management of the hospital’s debt. Responsible for collecting payments from the hospital’s debtors, ensuring timely payments of the hospital’s debt. Liaising with the Billing team to ensure that all hospital services are billed accurately and promptly. Managing the overall debtor’s ledger and providing administrative support. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| The function of the Finance department is:   * To ensure that all financial transactions – accounts receivable, accounts payable, and payroll – are properly approved, promptly processed, and accurately recorded in line with strict weekly, monthly, and annual deadlines and in accordance with hospital policies and procedures and statutory and other requirements * To provide comprehensive, accurate, useful, and prompt financial reports and analyses to aid and contribute to proper planning and decision-making |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| The Credit Controller will have regular/daily contact with the following individuals and organisations outside the Finance department:   * Patients / Debtors. * Medical insurance companies and other payors, and those who provide transaction processing services for the industry (such as Healthcode) * Controlaccount and other debt collection agencies * Departmental staff either raising and posting charges or booking services |
| 1. **Duties and Responsibilities of the Post** |
| The main duties and responsibilities of the post are to:   * Chase overdue invoices and payments via telephone and email. * Send out regular invoices, statements and reminder letters to debtors for outstanding accounts. * Liaise with patients, insurers & consultants to determine reasons for any non-payment of invoices and then taking appropriate follow-up action to ensure payment. * Keep detailed records of collection activities and conversations. * Deal promptly and effectively with any queries debtors may have regarding their account. * Refer overdue unpaid accounts to debt collection agency. * Liaise with debt collection agency and update them regularly with details of any payments received and any information relevant to the accounts they are pursuing. * Process cheque, credit/debit card and cash transactions. * Help identify any potential debt collection bottlenecks and play an important role in streamlining processes across the hospital. * Maintain & review Aged debt reports on a regular basis * Ensure complete confidentiality of all patient information and records at all times. |
| **INDIVIDUAL RESONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Evolving * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | Good standard of education. | GCSE Maths & English |
| Knowledge | Healthcare finance background. |  |
| Experience | Credit Control experience.  Experience of dealing with patients & insurance companies. | Meditech |
| Skills and aptitude | Excellent communication & numeracy skills  Analytical skills and attention to detail.  Good Excel / IT skills |  |
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