NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Patient Service Advisor - Imaging**  Responsible To: **Imaging Manager**  Accountable To: **Director of Clinical Services** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| * To part take in the development and delivery of a high quality, cost effective Imaging department service. Providing an effective and professional Administration service to all patients, visitors, consultants, medical secretaries and GPs.   Ensure they are dealt with promptly, courteously and efficiently, paying particular attention to the principles of customer care in order to provide a service of the highest possible standard.   * To register patients on arrival, obtain and process billing information, provide all relevant medical instructions for the patient’s appointment including completing any medical questionnaires and preparations that may be necessary. * To be responsible for providing an effective and professional patient booking service for all Imaging users. This service will be provided in person and via telephone and electronic communication methods. * To work within our ‘call centre/ administration hub’ dealing professionally and efficiently with telephone and email enquiries, quotes and bookings |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To be part of a multidisciplinary team providing Imaging services to Outpatient and In patients users.  Modalities:   * X Ray * Fluoroscopy * Ultrasound * Mammography * CT * MRI * Mobile X ray for Wards and Theatre * PACS * (Cardiac Investigations) |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Director of Clinical Services As required for Clinical Decisions * Consultant Radiologists Daily to discuss departmental issues * External Agencies As required (GP Practices) * Imaging Manage Daily to discuss any issues * Imaging Office Administrator Daily |

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| 1. **Duties and Responsibilities of the Post** |
| * To work flexible hours to accommodate the opening hours of the Imaging Department. * To ensure all policies and procedures pertaining to the Imaging Department are adhered to. * To work under the guidance of the ‘Lead Imaging Patient Service Assistants’ and the Imaging manager. * To provide a fast, efficient appointment choice to patients, consultants and other referrers with due regard to the urgency of any request. * To have a deep and detailed understanding of procedures, and their preparations, provided by the Imaging department. * To register patients on arrival and inform the Imaging Technician/Radiographer. * To attend to any queries from patients and consultants or other departments in the hospital. * To provide booking and information services by email and telephone to all Imaging users. * To book other services that may be necessary for a patient’s examination. * To be fully conversant with the Meditech System. * To actively promote New Victoria Hospital and the Imaging department to potential users. * To demonstrate excellent verbal, written and interpersonal communication skills, with a strong emphasis on customer service. * To ensure high standards of cleanliness and presentation are maintained within the department at all times. * To be able to implement change, multi-task and work under pressure. * To undertake any tasks as designated by the Imaging Manager. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 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. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | Computer literacy  Customer Service | Worked in a medical environment |
| Knowledge | Some medical knowledge | Previous Imaging / Radiology experience |
| Experience | Bookings and administration skills |  |
| Skills and aptitude | Ability to interact effectively at all levels of organisation with excellent communication and interpersonal skills. | Highly motivated  Proactive, calm pleasant and honest disposition |