

Job Description

Job Title: Patient Administration Officer (Part-time)

Reporting to: Centre Leader

Department: Patient Services

Location: Nottingham

Job Summary

The primary purpose of the role is:

- To undertake all administrative activities required, provide excellent customer care including reception and secretarial duties, and to support the Centre Leader and Business Development Manager when required.
- Touch-typing skills essential.
- **This role is Part-Time for 20 hours per week.**

Organisation Context

Our Vision – Innovating Healthcare. Transforming Lives.

Our Values

- **Collaboration** - We achieve more together than we can apart. We use the power of the GenesisCare network for our shared purpose.
- **Compassion** - We care for our patients and each other. We seek to understand the lives of others.
- **Innovation** - We lead change to make healthcare better. Our courage will make a positive difference for others.
- **Outcomes** - We deliver quality. Finding a better way helps our patients, our people, our community and the organisation.

GenesisCare aims to provide the highest levels of patient-focused care across a network of cancer treatment centres, including specialist medical centres. Our approach to radiotherapy leads the way in providing patients with the most precise treatment available which results in fewer side-effects and improved outcomes for patients.

GenesisCare employs c.200 staff with a referral network of over 100 consultant oncologists. Adding to our existing network of nine cancer treatment centres, GenesisCare has committed to developing new treatment centres across the UK. In the near future a suite of the latest cancer treatment technologies and techniques will also be introduced across all facilities. In addition, our cancer patients are expected to benefit from continued investment in new personalised treatment techniques such as SABR, SRS and brachytherapy.

GenesisCare has significant experience in providing high-quality services in a public hospital tertiary teaching environment across Australia and is now planning to introduce, participate in and potentially develop research and clinical trials here in the UK.

Accountabilities/Key Responsibilities

Main duties and responsibilities

1. Cover reception and participate in all reception duties.
2. Work closely with consultants and secretaries to provide support in the patient pathway.
3. In collaboration with PAO colleagues ensure consistent cover for the centre's reception.
4. Liaise with insurance companies to ensure all insurance cover is verified.
5. Liaise with consultants, secretaries, radiographers and nursing staff regarding new patient and review clinics, follow-up clinics and during treatment courses.
6. Act as point of contact for all patients ensuring a professional and efficient service.
7. Triage and appropriately direct all incoming calls from reception.
8. Provide administrative support to the business development team in the collation and maintenance of practicing privileges for consultants including photocopying, filing and associated telephone communications.
9. Be responsible for the weekly maintenance of the centre's fire box.
10. Ensure all patients experience the highest levels of service at all times.
11. Maintain accurate and complete records of patient details in line with the agreed processes within GenesisCare.
12. Be considerate and work respectfully with all team members, ensuring that clear communication and effective working relations are maintained.
13. Be aware of the close working relationship with any partner hospital and comply with their local rules and policies at all times.
14. Follow departmental protocols, policies and procedures and operate in full compliance with all relevant guidelines.
15. Undertake continual professional development (CPD) and company designated mandatory training.
16. Occasionally work out of hours in order to ensure that breakdown or crisis are resolved with minimum impact to service and treatments.
17. Adhere to company standards in respect of appearance, behaviour and demeanour at all times.
18. Carry out any other duties appropriate for a post of this nature.

Quality and Safety

GenesisCare strives to continuously improve the quality and safety of our services and actively involve and inform patients and their carers in the healthcare they receive. This allows us to deliver the best care for our community.

Legislated individual Work Health & Safety Duties for all workers:

1. Take reasonable care for your own health and safety.
2. Take reasonable care that any of your acts or omissions does not adversely affect the health and safety of others.
3. Comply, so far as you are reasonably able, with any reasonable instruction given by GenesisCare that would allow you to comply with the Work Health and Safety Act.
4. Co-operate with any reasonable policy or procedure of GenesisCare that has been notified to workers in relation to health or safety at the workplace.

Teamwork

Work cooperatively with senior leaders, exchange information, and assist the achievement of team objectives and work outcomes.

Ethics & Probity

Ensure all work undertaken complies with the GenesisCare vision and values and promotes the vision and values within your workplace. Follow all GenesisCare relevant policies and procedures for your position.

General Accountabilities (for all roles)

1. Actively commit to the GenesisCare culture, visions and values.
2. Ensure that patients experience the highest level of service, in line with GenesisCare policies and procedures.
3. Carry out any other duties commensurate with the level of the job role.
4. Be prepared and able to travel throughout the UK as required.
5. Actively commit to working in an open, transparent and honest manner within a culture dedicated to learning and improvement that strives to avert avoidable harm (statutory Duty of Candour).
6. Be aware of the close working relationship with partnership hospitals and third parties (where relevant) and the requirement to comply with their company local rules and policies.

Key Result Areas

Key Result Areas/Key Performance Indicators for the role will be discussed and agreed with the job holder and the Centre Leader during the on-boarding process, and annually as part of the performance review process.

Key Working Relationships

The Patient Administration Officer will need to develop strong relationships with the following internal parties:

- Patient Services – Reception
- Patient Accounts Administrator

Job Description approved by: Manager:

Date:

Agreed by: Post Holder:

Date:

Note: As duties and responsibilities change, the Job Description may be reviewed and amended in consultation with the post holder.