

<b>Job title:</b>	Patient Care Advisor / Receptionist
<b>Salary:</b>	£18,243
<b>Accountable to:</b>	Service Manager
<b>Location:</b>	MSK 1 <sup>st</sup> Floor, The Vale, Haywards Heath RH16 4SY

### **About us and our culture**

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

#### **We believe these things to be true**

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

#### **Our Purpose in the World**

Care Unbound. To create more possibilities for care in every moment.

#### **How we work in service of our purpose**

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

#### **Because of this:**

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

#### **USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

#### **JOB ROLE**

The MSK ICATS services will be managed and coordinated centrally by the Sussex MSK Partnership. The Patient Care Advisor will be central to this function, administering all aspects of administrative service delivery, including the booking of patients, coordination of diagnostic results, working with clinicians, resolving queries and supporting delivery of services that exceed patient expectations.

The Patient Care Advisor will be delivering services to maintain an efficient reception area of premises delivering the service; this will include dealing with patients who are attending their appointments as well as drop-in queries. The service aims to provide the highest quality experience.

Patient Care Advisors will work as part of the wider HERE team, ensuring seamless delivery of services. They will work with GP practices, hospital and community staff and clinicians to navigate patients to the most appropriate services for their needs in an accurate and timely manner. They will support the delivery of efficient clinical services by ensuring that patients are proactively managed at all stages of their care.

## PRINCIPAL DUTIES & RESPONSIBILITIES

1. Presents a professional and courteous image to all service users, visitors and staff entering and exiting the building. Keeps a record of all staff in the building at any time.
2. Welcomes visitors and provides all possible assistance, including arrangements for access requirements and ensuring that the appropriate staff member is informed of their arrival.
3. Use a range of computer and paper based systems, including SystemOne, to contact patients and book appointments for MSK services and send confirmation letters.
4. Use systems to actively manage patients through care pathways and provide clinicians with all necessary clinical notes prior to specific clinics. Action any subsequent follow up notes (such as processing and writing clinic outcome letters, booking follow up appointments, telephone calls, diagnostic tests, patient letters, dealing with DNA's), ensuring that clinic capacity is used as efficiently as possible.
5. To arrange appointments for diagnostic tests (such as x-rays) and liaise with the diagnostic departments, proactively 'chasing' / obtaining results.
6. Offer Choice directly to patients where appropriate and support them in making that choice through information provision, signposting and discussion, enabling patients to consider their own (non clinical) preferences for treatment and apply them to a choice of secondary provider. Assist patients to complete all necessary forms and documentation.
7. Assess and resolve patient queries concerning their referrals, appointments and diagnostic tests in a timely and professional manner.
8. Maintain data security and patient confidentiality by adhering to auditable HERE processes and protocols. Ensure patient information is accurate.
9. Record information using a variety of computer and paper based systems, including MSK clinical and information system – VEDAS - ensuring there are no delays in the processing of referrals by MSK.
10. To work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own workload on a daily basis, working autonomously within own work area seeking advice when appropriate.

11. To demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team.
12. Attend team meetings / regular briefs/ training.
13. Train other members of staff as required on the core functions of HERE and MSK services.
14. Flexible working hours to cover opening/closing where necessary.
15. To process any orthotics which come in, including updating and maintaining the Vale's Orthotics database and booking follow-up appointments within these clinics.
16. Keep patients in the waiting room updated of any clinic delays.
17. General admin support including: faxing, filing, scanning, archiving correspondence.
18. Rudimentary understanding of Fracture Liaison Service as service contact is at the Vale.
19. Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures) and that the waiting room environment remains quiet, calm, and welcoming

## **CONFIDENTIALITY**

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

## **EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

## **HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## **NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

## **TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

## AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature: .....

Print Name .....

Date: .....

Manager Signature: .....

Print Name: .....

Date: .....

<b>JD author (name and job title):</b>	Natalie Stavrou, Senior Patient Care Advisor
<b>Date JD agreed:</b>	03/07/2018
<b>Brief description of reason for review (if applicable)</b>	
<b>Version number</b>	2