

## THE BLACKMORE VALE PARTNERSHIP

<b>Job Title</b>	Patient Services Team Care Coordinator
<b>Reports to</b>	PST Team Leaders
<b>Location:</b>	Shaftesbury, Sturminster Newton and Marnhull
<b>Contract Type:</b>	Permanent
<b>Hours per week</b>	Part Time 25hours per week Monday 07:45-17:00 Tuesday 10:00-18:30 Friday 07:45-16:30
<b>Pay Scale</b>	£24,207.39 to £25,341.50 pro rata

### Job Summary

- To offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Working as part of the Patient Services Team in a range of duties including answering the telephone, supporting the clinical team when triaging, responding to patient queries, providing face to face support for patients attending the Practices.
- Receive, assist, and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective way.
- Register new patients and temporary patients, making sure all the relevant paperwork is completed, and new patient appointments are made.
- The provision of clerical support to clinical staff and other members of the practice team.
- Facilitate effective communication between patients, members of the primary health care team, secondary care, and other associated Healthcare agencies.
- A developmental role in nature and will evolve so the post holders will need to demonstrate flexibility and adaptability to working in a dynamic environment.

### Job Duties & Responsibilities

The duties and responsibilities to be undertaken by members of the practice reception and administration team may include any or all the items in the following list. Duties may be varied from time to time under the direction of the PST manager dependent on current and evolving practice workload and staffing levels.

- Provide excellent customer care, demonstrating empathy; patience and a holistic approach to client/patient care, with commitment to follow-through of care plans and building effective working relationships.
- Maintain and monitor the practice appointments system.
- Process personal and telephone requests for appointments, visits and telephone consultations and ensure callers are directed to the appropriate healthcare professional.
- Direct visitors to the correct place, ensuring they sign the visitor's book on arrival and departure.
- Process repeat and acute prescription requests from patients, Pharmacies and online in accordance with practice guidelines.
- Take details of home visits, record, action and pass on to the appropriate member of staff as per the Practice guidelines.
- Deal with urgent phone calls as per Practice guidelines.
- Register patients for on-line services.

- Computer data entry/data allocation and collation, plus processing and recording of information in accordance with Practice procedures.
- Update patient's personal details.
- Initiate contact with and respond to requests from patients, other team members and associated healthcare agencies and providers.
- Take in urine and other samples and deliver to the appropriate place.
- Provide clerical assistance to Practice staff, including photocopying and scanning.
- Deal appropriately with any forms handed in by patients.
- Keep the reception and administration area tidy and free from obstructions and clutter.
- Record blood pressure readings on the patient's notes, dealing with any high readings as per Practice protocol.
- Hand out any correspondence to the patients. Collect any money (cheque or cash) from patients for services provided, issuing receipts, and recording on the computer.
- Provide an efficient scanning service.
- Support the development of an effective patient navigation across the partnership
- Triage calls, directing and signposting clients/ patients appropriately to relevant personnel/ services
- Provide communication skills, with the ability to communicate in writing (letters and electronically) and verbally with a wide range of providers and users of services, including patients; carers; voluntary; social; primary and secondary care providers
- Working with social prescribing have access to a directory of information about services to point and signpost patients to the most appropriate source of help, advice, and support.
- Understand, and share health promotion information whilst using this information to support patients who might benefit from these services and to signpost accordingly.
- Keep accurate records of all client/patient contacts, using the organisation databases and templates as directed, updating as necessary
- Understand the common needs and safeguarding issues of vulnerable patient groups, including the elderly; housebound and those with long-term conditions, including physical and mental disabilities.
- Supporting further development of care navigation across the partnership
- Assist in the training of other colleagues where appropriate

**To be noted:**

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.

### **Confidentiality**

While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, practice staff and other healthcare workers.

They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy to include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting health and safety hazards and infection hazards immediately when recognised.
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified.

### **Equality & Diversity**

The post-holder will support the equality, diversity and rights of patients, carers, and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Communication**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.

### **Personal/professional development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

### **Quality**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload, and resources.

### **Contribution to the implementation of services**

The post-holder will:

- Apply practice policies, standards, and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

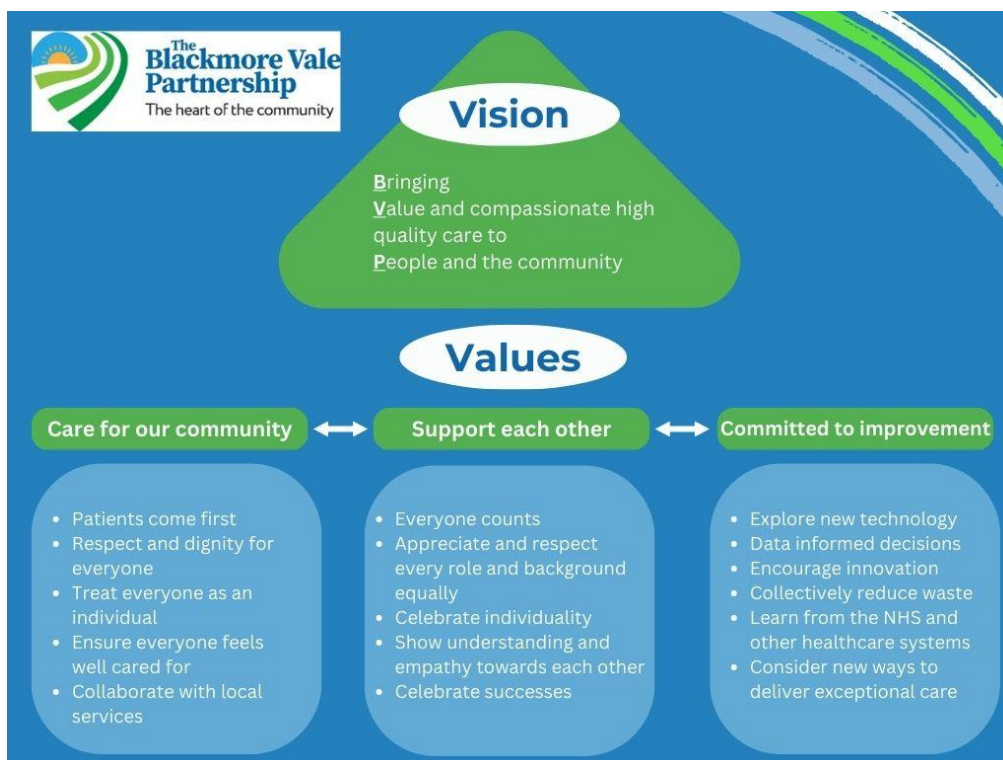
## PERSON SPECIFICATION

**Job title:** Patient Services Care Co-Ordinator

**Pay scale:** £24,207.39 to £25,341.50 pro rata

**Location:** Sturminster Newton, Shaftesbury and Marnhull

**Accountable to:** Patient Services Team Leaders



QUALIFICATIONS	ESSENTIAL OR DESIRABLE
• NVQ 2 in administration or relevant equivalent experience or qualification	E
• Educated to GCSE level in Mathematics and English to Grade C or above	E
• RSA Typing Level 2 or equivalent	D
• I.T. Literate	E

EXPERIENCE	ESSENTIAL OR DESIRABLE
• Experience of working in a customer facing environment (face to face and via the telephone)	E
• Experience of working as a part of a team	E
• Experience of working in an office environment	E
• Use of electronic IT systems	E
• Experience using SystmOne	D
• Ability to prioritise work	D
• Polite telephone manner	E
• Ability to maintain confidentiality	E
• Some experience of working in a healthcare environment	D

PERSONAL SKILLS, ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE
<ul style="list-style-type: none"> <li>• Be able to communicate with people from different backgrounds</li> <li>• Good time management skills</li> <li>• Full Driving licence</li> <li>• Ability to work at any BVP site (Sturminster Newton, Shaftesbury, Marnhull)</li> <li>• Ability to work flexibly depending on the needs of the role</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>