

Job Description

Job Information		
	Job Title:	Patient Access Team Leader
	Directorate / Service:	Patient Access Services
	AfC Band:	3
	Accountable to:	Head of Service
	Reports to:	Line Manager
	Base Location:	LUHFT sites
	AFC Job Code:	Paper Free 6
	ESR Position Number:	

Job Summary

The post holder is responsible as part of a team for providing and overseeing a dedicated and comprehensive clerical and reception service for Outpatients within the Trust using Partial and Full booking processes.

The post holder will act as support for the team for all Outpatient enquiries from internal and external customers at all levels.

The post holder, while carrying out their own and overseeing their teams' duties, will work to defined departmental procedures to maximise effective use of clinic capacity and help ensure that the Trust meets local and national waiting times and booking targets.

The post holder will make sure they and their team undertake reception duties in a pleasant, tactful and understanding manner, communicating professionally and effectively with patients, visitors and clinic personnel. They will also ensure that patients and visitors, who may at times be distressed, are dealt with in a sensitive and caring manner.

The post holder will work in a very active and busy environment requiring a consistently high standard of performance and excellent attention to detail.

A significant responsibility of the role is to accurately record information using relevant Trust paper and computer based systems.

The post holder is responsible for supporting the Patient Access Co-ordinator in the achievement of local and national targets.

Key responsibilities

The post holder shall, as necessary, provide cover for and undertake duties of absent

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colleagues and ensure that staff absences are reported to their line manager.

The post holder will be responsible for the annual leave diary for their team, ensuring adequate cover to support business requirements and reporting any shortfalls to their line manager in a timely manner.

The post holder and his/her team will be responsible for :-

- Ensure reception duties are carried out in a professional, pleasant, tactful and understanding manner and that Patient Access Clerks greet patients, check their demographic details, update the Patient Administration System (PAS) with relevant changes and help them with any enquiries / problems they may have.
- Ensure that Patient Access Clerks book required follow-up appointments or discharge Patients as required, in-line with Trust Policy and Procedures.
- Ensure that Patient Access Clerks arrange and book any interpreters required.
- Ensure Patient Access Clerks issue travel expenses claim forms.
- Ensure Patient Access Clerks inform patients and visitors of any delays in clinic.
- The post holder shall follow, and ensure his/her team follow all the policies and procedures of the organisation.
- Independently co-ordinate and manage changes to clinics.
- Support Patient Access Clerks to ensure maintenance of the standards of service.
- Attend meetings as directed by Patient Access Officer/Co-ordinator. Participate and contribute to meetings to discuss improvements in own area. Prepare information required for meetings as necessary.
- Ensure a courteous, professional and efficient point of contact is provided to customers and service users both face to face and over the telephone.
- Ensure accurate and timely data input into PAS system.
- Ensure issues relating to the administrative function are reported immediately.
- Inform Patient Access Officer/ Co-ordinator of any changes that may affect procedures within the department
- Respond to escalated customer queries or concerns in an effective and professional manner.
- Ensure teams have clear and up to date knowledge of the rules and protocols of the service to ensure full and effective service delivery
- Work flexibly to ensure that the service operates effectively, including working across all Trust sites and across speciality boundaries.
- Report to your line manager any complaints or incidents that arise in relation to your area of work.
- Appraise appropriate staff and identify training requirements using the Staff Appraisal system used within the Trust.
- Respond to day to day staff issues.

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- Ensure sickness and absence policy followed, monitor staff absence and perform return to work interviews as required. Complete relevant documentation and advise staff of sickness procedures.
- Develop the knowledge and skills of clerks through training and advice in relation to the systems, software and processes used within service.
- Support close co-operation and communications between teams and departments within own department and across the trust.

Clinical Governance / Quality

The post holder will be expected to adhere to Trust clinical governance and Quality procedures .

Education and training development

The post holder will be expected to undertake any further education and training required for this role.

Equality and Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.

- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

Values and Behaviours

We are Caring

We are kind to each other and always show compassion to ourselves and others.

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We know we are doing this when:

- We are always **kind** and **compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest**.

We Are Innovative

We work as a team to continuously improve the way we deliver and transform health care.

We know we are doing this when:

- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities.

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.

Safeguarding Children and Vulnerable Adults

All trust employees are required to act in such a way that at all times safeguards the

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health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

IT Skills

All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.

Records Management

All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Information Quality

All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.

Professional Responsibility

As per any required registration and LUHFT policy

Clinical Responsibility

n/a

Administration Responsibility

The Post Holder will Lead a Team of Patient Access Clerks in the Administration of Outpatient Clinics and Patient Reminder Services.

Research

Participates in audit

Strategic role

n/a

HR Management

The Post Holder will Lead a Team of Patient Access Clerks and be responsible for the annual leave diary of their Team, ensuring adequate cover is maintained for the service. Appraise Patient Access Clerks within the Team, ensuring that training requirements are identified and the Appraisal System is updated. Respond to day-to-day staff issues. Ensure Sickness and absence is monitored in accordance with Trust policy and relevant documentation is completed. Develop knowledge and skills of clerks through training and advice in relation to the systems, software and processes used within the service.

Financial Responsibility

Safe use of equipment - issues and signs travel expense claim forms -orders

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stationary for area

Change of Job Description

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.



Liverpool University Hospitals
NHS Foundation Trust

Person Specification

Job Title:	Patient Access Team Leader		
AfC Band:	3	AfC Job Code:	Paper Free 6

Person Specification				
Qualifications		Essential	Desirable	Assessment
1	Educated to GCSE standard with 4 GCSE's at level A-C (or equivalent)	X		Application
2	ECDL, CLAIT or IBT qualification or be working towards one of these		X	Application
Experience		Essential	Desirable	Assessment
3	NHS Experience	X		Interview Application
4	Demonstrable Health Records Experience	X		Interview Application
5	Supervisory Experience		X	Interview Application
6	Audit experience		X	Interview Application
7	Demonstrable experience in dealing with the public particularly in stressful situations and ability to empathise and understand the needs of patients and visitors.		X	Interview Application

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Knowledge		Essential	Desirable	Assessment
8	Use of a Patient Administration System (currently IPM)	X		Interview Application
9	Confidentiality awareness	X		Interview Application
Skills		Essential	Desirable	Assessment
10	Ability to use own initiative with support	X		Interview Application
11	Accurate Keyboard Skills		X	Application
12	Ability to work to deadlines	X		Interview Application Test
13	Able to work with a range of professionals	X		Interview Application
14	Ability to display attention to detail	X		Test
15	Team worker	X		Interview
16	Excellent verbal and written communication manner.	X		Interview
Other		Essential	Desirable	Assessment
17	Flexible approach to work	X		Interview
18	Good interpersonal approach	X		Interview
19	Reliability and good attendance	X		Interview Application
20	Present professional image	X		Interview Application
21	Physically able to perform the duties of the post	X		OH Screening
22	Ability to travel to any Trust site as required	X		Interview Application

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