

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Referral Administrator</b>
<b>Job Location:</b>	<b>As per contract</b>
<b>Responsible to:</b>	<b>Service Manager</b>
<b>Hours of work:</b>	<b>As per contract</b>
<b>Salary:</b>	<b>As per contract</b>

## **COMPANY OVERVIEW**

Concordia Health Group Limited branded as Community Outpatients provides community based healthcare services across the UK. Our services currently include cardiology, cardio-telemedicine, ENT (Ear, Nose and Throat), dermatology, ultrasound, oral surgery and podiatry.

## **PURPOSE**

To oversee and manage the activities of the contracted clinics in support of the business in order to further the efficient delivery of patients' services nationally. The post holder will have particular responsibility for booking clinic appointments, dealing with enquires, typing and receipt/despatch of correspondence. A high degree of confidentiality, sensitivity, discretion and tact is required.

The post holder must have the ability to work with a great degree of autonomy and think on their feet to deal with enquiries and make day-to-day decisions without constant referral to their line manager who will be available to assist with the more complicated issues.

## **KEY RESPONSIBILITIES**

- To receive referral letters from GP's and transfer electronically to software.
- To pass letters to the relevant consultants for initial assessment
- To book clinic appointments for patients using Patient Management System (PMS) software medical information system. Training provided
- To notify patients of the time and date of their appointments.
- To receive and deal with telephone and other enquiries regarding appointments from patients and referring GPs.
- To note cancellations of appointments and to offer vacant slots to other patients on the waiting list.
- To maintain the clinical systems and to ensure patients' files are available and to the consultants prior to each session.
- To collect and collate statistical information on the performance of the clinic.
- To accurately type clinic letters using a transcription/clinical systems.
- To send clinic letters to referring GPs and hospital consultants via the Royal Mail.
- Download and scan patient referral letters
- Maintaining and monitoring choose and book (C&B) referrals

## **General Administration**

- To undertake administrative duties to include but not limited to:
- Sorting internal and external mail as appropriate, in accordance with defined procedures.
- Undertaking photocopying, faxing and receiving and sending emails, where possible, ensuring that appropriate checks are made before sending confidential material including that relating to patients and/or staff, following the guidance in the Confidentiality Policy.
- Maintaining room/equipment booking diaries as required
- Taking messages accurately and ensuring they are passed on to the appropriate person in a timely manner
- Health & Safety compliant at all times
- When relevant, ordering and maintaining accurate supplies of stationery and equipment
- When needed, providing clerical and typing support for the clinical staff
- When applicable, adhering to general security procedures
- Assisting with other administrative duties particularly in the absence of other staff
- To undertake mandatory training in line with Community Outpatients policy requirements and where necessary to upgrade skills in fundamental areas
- Work closely with the marketing and finance departments to support the effective communication and utilisation of the service as well as the monitoring of referral data for the purpose of accurate billing.
- To carry out any other duties, commensurate with the grade and appropriate to the purpose of the job as and when required
- To participate actively in the Community Outpatients appraisal scheme, attend in-house training, locality events, and other forums as and when required
- Following appropriate training, to undertake additional administrative and managerial tasks as required by Community Outpatients and the line manager

## **WORKING CONDITIONS**

### **Physical Demands**

The post holder may have to work odd or long hours at times to complete special requests or projects. The post holder may have to spend long hours sitting and using office equipment, computers and attending meetings.

### **Environmental Conditions**

The working environment is busy and demanding. The post holder will have to serve a number of people and projects at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.

### **Mental Demands**

The post holder will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

### **Confidentiality**

In the course of employment the post holder will have access to confidential information relating to the employers business. The post holder is required to exercise due consideration in the way they use such information and should not act in any way that might be prejudicial to the employers interests. Information which may be included in the category which requires extra consideration covers information relating to the general business of the employer and information regarding individuals. If the post holder is in any doubt regarding the use of information in the pursuit of their duties they should seek advice from their Line Manager before communicating such information to any third party.

In the course of seeking treatment, patients entrust the company 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. This information is to be treated 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 employers' policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Data Protection**

The employer is registered under the Data Protection Act 1998. The post holder must not at any time use the personal data held by the employer or disclose such data to a third party for a purpose not described in the Register entry. If the post holder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998 then they must contact their Line Manager.

### **Health and Safety**

The post holder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors. The post holder also has a duty to observe obligations under the employers Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

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
- Reporting potential risks identified.

### **Financial Regulations**

The post holder is responsible for the security of the property of the employer, avoiding loss of or damage to property and being economical and efficient in the use of resources.

### **Place of work**

The post holder may be required to work at any of the employer's locations sites in line with service needs.

### **Equality and diversity**

The post holder must cooperate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

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

- Acting in a way that recognises 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.

### **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.

***This job description describes responsibilities, as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future.***

**PERSON SPECIFICATION  
Referral Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education</b>	<p>GCSE English and maths or Equivalent</p> <p>GCSE in IT or equivalent</p>	A Level or equivalent
<b>Knowledge, Skills and Experience</b>	<p>Experience in a client facing/customer service position</p> <p>Excellent IT skills in MS Office package</p> <p>Experience of clerical and administrative work including setting up new systems.</p>	Experience of IT working within a medical environment such as the National Health Service (NHS) or equivalent.
<b>Aptitudes</b>	<p>Honest</p> <p>Good numeracy skills</p> <p>Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports</p> <p>Intelligent, clear thinking and analytical.</p> <p>Able to take an overview, prioritise effectively</p> <p>Self-motivated, reliable and dedicated</p> <p>Ability to work under pressure and be even tempered</p> <p>Well organised and meticulous with data</p> <p>Flexible working attitude</p> <p>Able to work as part of a team, to promote a good team spirit and to be sensitive and assertive as appropriate.</p>	<p>Ability to keep Line manager informed by distilling information and providing regular reporting structure</p> <p>Able to provide support and cross cover at most levels</p>