

POSITION DESCRIPTION

Date	22nd April 2021
Position Title	Patient Services - Supervisor
Division	Finance & Support Services – Patient Services
Reports to	Team Leader, Patient Services

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness.
- Respect – we recognise and acknowledge the uniqueness and value of every individual.
- Integrity – we demonstrate honesty and trust.
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness.
- Excellence – we excel in all that we do so that we can promote the mission of our hospital.
- Professionalism – we have pride in the high level of care and service we offer.

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary

The purpose of the position is to provide support for the Patient Services Team Leader, decisive leadership when required for the Patient Services Team and includes liaising with Nursing, Operative, Medical Records and Executive staff.

SECTION 3

Key Working Relationships

INTERNAL	EXTERNAL
Executive Manager, Finance & Support Services	Private Health Funds
The Executive team	Consultants
Patient Services Admissions Team Leader & Patient Services Team	Practice Managers
Patient Accounts	Insurance companies
Department Managers	Private Health Fund Liaison Officers

Clinical Staff	Patients / Customers
Volunteer Coordinator	

SECTION 4

Key tasks

Administrative

- Provides support to the Patient Services Team Leader to ensure that Patient Services staff meet all the requirements of their roles.
- Provides first point of contact to department staff to ensure high standards for customer service, data entry, financial accountability and privacy regulations are maintained.
- Demonstrates problem solving skills with the electronic Patient Admission System.
- Provides decisive leadership in the absence of the Team Leader, maintaining daily department key performance indicators.
- Completed ad hoc tasks as required in the absence of the Team Leader, including ordering of stationery and maintaining the electronic rostering system.
- Process patient admission forms, entering data into the Patient Administration System (PAS)
- Perform health fund checks and identify patient out of pocket expenses.
- Liaise with doctor rooms for patient admission detail.

Preventing and Controlling Health Care associated Infection.

- Perform hand hygiene.

SECTION 5

Health, Safety and the Environment

- Adhere to policies, procedures and standard operating procedures.
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed.
- Raise OSH issues with OSH representative/s.
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

SECTION 6

Quality and Risk

- Record initiatives and issues in Riskman
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

SECTION 7

Partnering with the Consumer

- Acknowledging patients, responding to general non- clinical queries, providing assistance as appropriate, encouraging the use of formal feedback systems

SECTION 8

Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> ▪ Current Police Check (no more than 6 months old) <p>Desirable</p> <ul style="list-style-type: none"> ▪ Certificate II or III in Business or similar
Knowledge
<p>Essential</p> <ul style="list-style-type: none"> ▪ Familiarity with medical terminology, Health fund requirements and hospital billing processes <p>Desirable</p> <ul style="list-style-type: none"> ▪ Quality improvement and risk management processes ▪ OSH legislation and employee requirements
Skills
<p>Essential</p> <ul style="list-style-type: none"> ▪ Demonstrated keyboard, computer and typing skills, including experience in data entry, word processing and spreadsheet skills. ▪ Attention to detail. ▪ Well developed written and verbal communication skills ▪ Well developed organisational skills ▪ Customer Service skills <p>Desirable</p> <ul style="list-style-type: none"> • Use of hospital based computerised patient management systems
Experience
<p>Essential</p> <ul style="list-style-type: none"> ▪ Organising own time and work processes to meet deadlines. ▪ Dealing with conflict, particularly over the phone ▪ Determining and exceeding customer expectations ▪ Working effectively as part of a team ▪ Building and sustaining relationships with colleagues and customers <p>Desirable</p> <ul style="list-style-type: none"> ▪ Supervision of staff in the Health Services Industry, preferably in a hospital environment.



SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date