

## POSITION DESCRIPTION

<b>Date</b>	13 May 2022
<b>Position Title</b>	Patient Services - Supervisor
<b>Division</b>	Finance & Support Services – Patient Services
<b>Reports to</b>	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 Doctors, 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 live the positive behaviours described in the Bethesda Health Care Code of Conduct, and 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 and 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 and Volunteers	

## **SECTION 4**

### **Key tasks**

#### **Administrative**

- Provides support to the Patient Services Team Leader to ensure that Patient Services staff meet the requirements of their role.
- Provides the first point of contact for staff to ensure high standards for customer service, data entry, financial accountability and safeguard that privacy regulations are maintained.
- Problem-solves issues related to the electronic Patient Admission System.
- Provides decisive leadership in the absence of the Team Leader and ensures department key performance indicators are met.
- Completes ad-hoc tasks as required in the absence of the Team Leader, including ordering stationery and maintaining the electronic rostering system.
- Processes patient admission forms and enters data into the Patient Administration System (PAS).
- Performs health fund checks and identifies patient out of pocket expenses.
- Liaises with doctor rooms for patient admission details.

#### **Preventing and Controlling Health Care-Associated Infection.**

- Performs 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**

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

**SECTION 9**  
**Acceptance of Position Description**

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Employee

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Date