

Job Description

Job title	Admissions Officer	Job family	Healthcare
Reporting to	Business Support Services Manager	Job code	BSS/021
Location		Evaluation Date	25/02/2013

Main Purpose

Processes all patient / pupil related paperwork and administration, as well as ensuring that all necessary funding is in place for the duration of the individual's care.

Key Accountabilities

Quality

1. Ensures the integrity, probity and reasonableness of local financial controls in respect of the admissions processes, in order to minimise financial risk via the correct implementation of local procedures.
2. Greets new patients & pupils, as well as their families on or shortly after admission, ensuring that any necessary documentation is completed at this time. As appropriate, collects any self-funding element of the care.
3. Updates patient / pupil details within Priory database systems, ensuring accuracy of all data input.
4. Handles all external and internal admissions enquiries, directing queries as appropriate.
5. Uses a variety of internal systems to ensure that all current patients / pupils are funded, and refers any out of funds cases to the relevant member of Senior Management.
6. Ensures that all documentation is correctly filed, in order that financial auditors can be satisfied via the efficient recovery of key documents of initial entry.

Innovation

7. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

Value

8. Liaises with key unit personnel to ensure that all funding is in place, prior to patient / pupil's episode of care, as well as contacting the necessary external organisations to obtain the appropriate funding guarantees.

Knowledge & Skills

The role holder should be educated to GCSE (Grades A-C) or equivalent standard, and should possess a good working knowledge of Excel.

Experience

Experience within an administrative, customer service, clinical or other appropriate background.

Autonomy & Impact

Organises and priorities own work within established procedures, but refers more complex issues to the relevant manager.

Intelligent Problem Solving

Generally, the role holder will work within existing procedures and processes, however, there will be the need for more adaptive thinking, particularly when dealing with patients/pupils, and their relatives etc.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary responsibility.

Informatics

Responsible for the security, confidentiality and accuracy of patient and financial records.

Communication & Interaction

Communications will be with patients / pupils, as well as with other staff, and will regularly require some judgement, as information will need to be gathered to facilitate correct administrative records. The nature of the role means that the role holder may be faced with some challenging situations, particularly in respect of requesting funding for treatment episodes.

Working environment

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Special Features

None.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services