

Job Description

Job title	Therapy Services Admin	Job family	Healthcare
Reporting to	Therapy Services Manager	Job code	
Location	Site based	Evaluation Date	June 2022

Job Purpose

To deliver an efficient and high quality service to guests, patients and staff. You will greet and assist all arrivals and complete necessary therapy administration work as and when required and also on an ad-hoc basis. You will manage the Therapy Reception area and ensure maximum professionalism at all times.

Responsibilities

Therapy Reception

- Answering phone calls and dealing with any queries that may arise whilst also signposting the caller in the right direction to respective departments
- Redirecting and handling mail
- Ensuring the Reception area is maintained to a clean, tidy and professional standard

Administration

- Ensure guest security paperwork is completed (where required)
- Complete Administration duties as and when required
- Liaises with key unit personnel to ensure that all funding is in place, prior to patient's treatment, as well as contacting the necessary external organisations to obtain the appropriate funding guarantees
- Develops working relationships with purchasers and insurance companies, ensuring that requests are dealt with promptly and efficiently
- Updates patient details within Priory systems, ensuring accuracy of all data input. Uses a variety of internal systems to ensure that all current patients are funded
- Ensuring all Daily treatment charges are added to billing system
- Management and investigation of queries.
- Processing of specified invoices, investigating and resolving invoicing queries
- Ensure all forms of data are correctly recorded and managed
- Proactive management of therapy costs, ensuring accurate rates and Bill Codes are utilised
- You will be expected to provide cover and support to the wider team and site as and when needed

Knowledge / Education / Skills

- The post holder ideally will have knowledge of administration tasks and have the relevant skill set in order to deal with fast incoming tasks and duties.
- Strong Microsoft Office skills
- Excellent time management with strong organisational skills and be comfortable working under pressure
- Excellent customer service skills

Experience

The post holder will ideally have been in a similar role previously and have relevant experience in an administration background. The candidate will also have experience in answering phone calls in a professional telephone manner, dealing with customer queries, signposting and redirecting questions.

Communication

Communication within the role is vital and plays a big part in your daily tasks. Within your role, you will speak with patients, both inpatient and outpatient (if applicable), colleagues from all departments, managers and third parties.

Responsibility

Leadership
No leadership responsibilities.

Budgets & Equipment
Post holder does not hold a budget

Information
Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

Site based role.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> Always puts service quality first Shares and encourages innovation Keeps on top of new developments in the sector