

## Job Description

<b>Job Title</b>	<b>Administrative Assistant</b>
<b>Reports to</b>	<b>Manager, UPMC Beacon Kildare Patient Business Services Manager</b>
<b>Date</b>	<b>March 2013</b>

### Overall Purpose of Job

Our mission is to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The overall purpose of this role is to provide an administrative service to the satellite clinics located in Kildare so that the clinics and the services it provides run smoothly, efficiently and support the provision of exceptional patient care.

### Key Responsibilities and Deliverables

- Work between a physiotherapy clinic in Naas and consultant clinics in Clane
- Book patient appointments, reviews, theatre requests etc
- Initiate and maintain billing details for patients which must be correctly entered onto the system and reconciled at the end of each day.
- Deal with all telephone enquiries in a helpful and polite manner so that the reputation of the clinic is upheld and enhanced
- Deal with Consultants directly and/or Secretaries in relation to booking clinics or patient queries.
- Initiate and maintain correct scheduling of patients according to the standards, policies and procedures established.
- Ensure that demographics details on the Meditech registration and any other relevant documentation are correct
- Send letters to GPs following patients visit to see Consultant/Physiotherapist

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- Attend and participate in meetings when required which could include meetings out of hours – evenings and weekends
- Undertake project work as required and any other duties as assigned to you
- Market UPMC Beacon Kildare by arranging for the manager of the clinic or any other UPMC personnel to see GPs through GP appointments.
- Play an active role in the development of the service through changing work processes, new technology installation and any other developments as directed by your manager or other UPMC personnel.
- Order and maintain stock levels and marketing material for UPMC Kildare

A flexible approach is essential in terms of when work is carried out, what work is carried out and how it is to be carried out.

### **Information Technology**

Make the most effective and efficient use of developments in information technology for both patient care and administrative support

### **Confidentiality**

You will be aware of the confidential nature of work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the UPMC Beacon Kildare or its patients with people outside UPMC Beacon Kildare, save as required to do so in the course of your work.

The extent and speed of change in the delivery of health care is such that adaptability is essential in this position.

The incumbent will be required to maintain and enhance their knowledge and skills necessary to respond to a changing situation.

## **Person Specification**

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Leaving Certificate</li><li>• Administrative skills</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• At least two years previous work experience preferably in a Hospital environment</li></ul>

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<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"><li>• Competent in PC Windows, excel, and Word and good keyboard skills</li><li>• Knowledge of Meditech System (not essential)</li><li>• Competent in handling money and reconciling daily</li></ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"><li>• Flexible</li><li>• Have good interpersonal and communications skills</li><li>• Have the ability to liaise successfully with Manager, patients, Consultants, Secretaries etc.</li><li>• Be self motivated with a capacity for responsibility and individual initiative</li><li>• Demonstrate an ability to prioritise work</li></ul>

**This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As UPMC Beacon Kildare and the post holder develop, this job description may be subject to review in light of the changing needs of UPMC Beacon Kildare**

**Job Description received by employee**

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**Signature**

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**Date**