

## Job Description

<b>Job Title</b>	<b>Administration Assistant</b>
<b>Department</b>	<b>Business Office</b>
<b>Reports to</b>	<b>Business Office Manager</b>
<b>Date</b>	<b>2014</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 ensure that the admission and management of a scheduled patient is a seamless experience for the patient, the Hospital and the Consultant.

### Key Responsibilities and Deliverables

- Initiates and maintains billing details for patients and enters it onto the system
- Maintains throughout the Hospital awareness of the primacy of the patient in relation to all Hospital activities.
- Demonstrates behavior consistent with the Values of the Hospital.
- Is responsible for the provision of administrative support.

### Essential Duties include

- Excellent keyboard skills with minimum of 50wpm.
- Have good knowledge of Microsoft Office and ECDL. Have basic knowledge of computers and Microsoft Windows software. Operates word processing equipment to compile, type, revise, combine, edit, print and store documents.
- Must be able to work under pressure and as part of a busy team.
- Chart tracking and chart assembly.
- Patient interfacing - registration, patient signature, admission sheet filing, processing bill, issuing receipts, managing booking schedule.
- Answering phones and follow up on queries.
- Talking with referring physician, staff and patients.
- Performs routine filing in an office environment.

- Insurance validation. Understands the Insurance claim methods and types of cover relevant for Orthopaedic procedures in Beacon.
- Receiving orders via telephone, enters information into computer system or manual orders. May give general information over the phone to customer.
- Receives visitors, answers general questions and directs individual to the appropriate person. May perform miscellaneous duties.
- Be flexible, reliable, detail orientated.
- Work well with others.
- Have excellent verbal communication skills.
- Be willing to cross-train within the practice if necessary. Cross training may include the positions of reception, insurance verification.

### **Information Technology**

Make the most effective and efficient use of developments in information technology for both patient care and administrative support in a manner, which integrates well with systems throughout the organisation.

### **Health and Safety**

Ensure that effective safety procedures are in place to comply not only with the Health, Safety and Welfare at Work Act but also within the spirit of the Hospital's mission, vision and values.

### **Confidentiality**

You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the Hospital or its patients with people outside the Hospital, save as required to do so in the course of your work. You must return to the Hospital upon request and, in any event, upon the termination of your employment, all documents or other property of the Hospital which are in your possession or under your control. No documents or property of the Hospital may be removed from the Hospital without prior authorisation.

*NOTE:* 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 professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time which will be reviewed and assessed on an on-going basis.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Leaving Certificate or equivalent.</li> <li>▪ Computer literate.</li> <li>▪ Experience using IT systems, including MS Excel &amp; Word.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Six months previous secretarial experience.</li> <li>▪ Previous Medical experience viewed favourably.</li> </ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Exhibits high level of customer/patient relation skills.</li> <li>▪ Exhibits ability to work as member of team in daily performance of duties.</li> <li>▪ Interaction with all hospital departments.</li> <li>▪ Have a high capacity for responsibility and individual initiative, and an ability to write clear and concise English.</li> <li>▪ Have excellent organisational skills.</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>▪ All posts in Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.</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 the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.**

**Job Description received by employee:** \_\_\_\_\_

**Signature**

**Date**

\_\_\_\_\_  
**Name (Block Capitals)**