

Job Description

Job Title	Administration Assistant
Department	Beacon Hospital Physiotherapy, Occupational Therapy, Speech and Language Therapy Department (Allied Therapy) Patient services
Reports to	Allied Therapy Manager
Date	November 2014

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 administrative support to the Allied Therapy Manager to ensure that the patient experience at Beacon Hospital Physiotherapy / Occupational Therapy / Speech and Language Therapy Department is a seamless experience for the patient, our referrers and the Hospital.

Key Responsibilities and Deliverables

- Provision of administrative support to the Beacon Hospital Physiotherapy, Occupational Therapy and Speech and Language Therapy departments.
- Administration of Physiotherapy / Occupational therapy and Speech and Language Therapy Schedules
- 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.

Essential Duties include

- Excellent keyboard skills with minimum of 50wpm.
- Have good knowledge of Microsoft Office, Excel 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.
- Scheduling of appointments, classes, meetings
- Patient interfacing - registration, patient signature, 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 Physiotherapy, Occupational Therapy and Speech and Language Therapy services at Beacon Hospital.
- 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 and detail orientated. Hours of work will on occasion be subject to change in line with service needs at the discretion of the Allied Therapy Manager.
- Work well with others.
- Have excellent verbal communication skills.
- Be willing to cross-train within the practice if necessary.

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

Qualifications	<ul style="list-style-type: none"> ▪ Leaving Certificate or equivalent. ▪ Computer literate. ▪ Experience using IT systems, including MS Excel & Word.
Experience	<ul style="list-style-type: none"> ▪ 1 year previous secretarial experience. ▪ Previous Medical experience viewed favourably.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> ▪ Exhibits high level of customer/patient relation skills. ▪ Exhibits ability to work as member of team in daily performance of duties. ▪ Interaction with all hospital departments. ▪ Have a high capacity for responsibility and individual initiative, and an ability to write clear and concise English. ▪ Have excellent organisational skills.
Personal Competencies	<ul style="list-style-type: none"> ▪ 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.

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)