

Job Description

Job Title	Administrative Assistant
Reports to	Patient Business Services Manager
Date	August 2012

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 clinic located in Drogheda so that the clinic and the services it provides run smoothly, efficiently and support the provision of exceptional patient care.

Key Responsibilities and Deliverables

- Initiate and maintain billing details for patients which must be correctly entered onto the system.
- Deal with all telephone enquiries in a helpful and polite manner so that the reputation of the clinic is upheld and enhanced.
- 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.
- 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.
- Assist in marketing UPMC Beacon Drogheda by contacting GP's, arranging invitations, response monitoring and any other relevant marketing tasks deemed necessary.
- 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 stock and marketing material for UPMC Beacon Drogheda at Manager's request.

UPMC Beacon Drogheda

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 the work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the UPMC Beacon Drogheda or its patients with people outside UPMC Beacon Drogheda, 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

Qualifications	<ul style="list-style-type: none">• Leaving Certificate.• Administrative skills.
Experience	<ul style="list-style-type: none">• At least two years previous work experience preferably in a Hospital environment.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none">• Knowledge of Meditech System.• Patient process through Physiotherapy.• PC Windows and good keyboard skills.
Personal Competencies	<ul style="list-style-type: none">• Flexible.• Have good interpersonal and communication skills.• Have the ability to liaise successfully with everyone.• Self motivated with a capacity for responsibility and individual initiative.• Demonstrate an ability to prioritise work.

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 Drogheda and the post holder develop, this job description may be subject to review in light of the changing needs of UPMC Beacon Drogheda.

Job Description received by employee

Signature

Date