

## **UPMC Beacon Hospital**

### **Job Description**

<b>Job Title</b>	<b>Patient Services Supervisor</b>
<b>Department</b>	<b>Patient Business Services</b>
<b>Reports to</b>	<b>Patient Business Services Manager</b>
<b>Date</b>	<b>September 2011</b>

### **Overall Purpose of Job**

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

Directs and co-ordinates daily activities for Patient Business Services and supervises associated staff. The areas to be covered are Reception, Admissions, X-ray, Cardiology, Oncology, Theatre, Night Staff, Telephonists, Out-patients. The Patient Services Supervisor will be a working supervisor and will assist in the admission of patients and will

### **Key Responsibilities and Deliverables**

- Ensure adequate cover for all areas
- Recording of sick leave, annual leave and all other leave
- Weekly return of attendance to HR
- Monitor staff performance and provide regular reports to Patient Business Services Manager
- Admits and escorts patient directly to the appropriate ward
- Ensures that all computer details are entered accurately onto the Meditech system
- Ensures that patient information is cross checked and a signed validation is received
- Ensures that the chart accompanies the patient to the appropriate Ward
- Ensures BAR function is updated during each episode of care
- Pre-admission check medical record to ensure that all documentation is relevant to the specific patient.
- Request charts in a timely manner from Medical Records

- Must be fully familiar with manual process in event of unexpected Meditech downtime

**Finance:**

- Ensures that staff are fully familiar with billing processes
- Liaises with Business Office in relation to billing and order queries
- Performs billing duties as necessary to the role
- Any other duties deemed appropriate to the post. Please note that the duties of this post are subject to change over time.

**Confidentiality:**

- Maintains confidentiality in maintaining all patient records

**IT:**

- Ensures that all use of IT systems is in line with IT policies

**Health and Safety:**

- Must behave in an appropriate manner as set out by the Hospital's Health and Safety Policy

**Human Resources:**

- To be familiar with HR policies as set out by Hospital

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**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> (Amount and Type)	<ul style="list-style-type: none"> <li>• Ability to liaise with staff at all levels</li> <li>• Have a minimum of three years relevant administration experience. At least two of which have been at supervisory level of which one year would preferably be in a hospital environment.</li> <li>• Experience in dealing with the public would be advantageous</li> <li>• Excellent team player</li> <li>• Ability to work under pressure</li> </ul>

<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>• Exhibits high level of customer / patient relationship 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 UPMC 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 of hospital management.</li> <li>• Excellent interpersonal skills</li> <li>• Excellent communication skills both verbally and written</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**

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**Signature**

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**Date**