

JOB DESCRIPTION

JOB DETAILS	
Job Title	Nightingale Private Patient Administration Manager
Reports to	Nightingale Administrative Services Manager
Band	Band 5
Department/Directorate	Nightingale Hospital Exeter
JOB PURPOSE	
To provide a comprehensive business support function to ensure the efficient and effective operation of the private patient services provided at the Nightingale Hospital Exeter. This will include co-ordinating patient pathways, maintaining information systems, scheduling and rostering staff involved in providing private patient services, managing private patients communication and dealing with any patient enquiries. Maintaining information systems includes; updating EPIC at any point during the patient pathway, or whenever there is patient contact, maintaining the private patient waiting list on a twice weekly basis, maintaining health roster and other staffing systems in relation to private patient activity on a daily basis. This forms a significant job responsibility. The post holder will be responsible for ensuring the following: • Private patients receive every part of the relevant clinical pathway in a timely and organised manner • Private patients receive high quality, professional administration • Private patients benefit from excellent customer service • Liaising with the RDUH private patient team regarding billing and invoices • Working alongside the relevant clinical service leadership in the scheduling of private patient activity • Providing a staff rostering and scheduling service for all members of staff involved in delivering private patient activity The post holder will project manage a number of initiatives on behalf of the Nightingale Private Patient Services and Nightingale leadership team.	
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES	
The Administration Manager will be based in the Nightingale Hospital Exeter and will provide business support to the services located there that are undertaking private patient activity. The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager. They will; • Work alongside Nightingale Service leads and visiting clinicians to ensure comprehensive and timely scheduling of staff rosters for delivering private patient activity • Work with Consultant surgeons in the management and scheduling of private patient activity • Support the Trust strategy for the development of Private Patient Services across the Trust. • Support awareness of and compliance with the policy for the management of private patients within the Trust.	

- Working in partnership with Private Healthcare Business Manager, Private Healthcare team, and Nightingale Service leads and MDT ensure that a high-quality service and clinical excellence is delivered to private patients.
- Develop knowledge of private patient administrative procedures and specialist knowledge of private patient terminology and processes to enable initial problem solving with non-routine issues.
- Process patient records through accurately inputting financial and personal data into Trust computer systems and spreadsheets
- Support projects to improve processes and outcomes within the Nightingale Private Patient services so that the services are patient centred as well as cost effective
- Develop positive working relations with colleagues and provide support to them on Private Patient matters
- Support the information needs of the service and ensure appropriate timely data collection occurs to support these needs
- Ordering stationery and other items, following Trust procedures

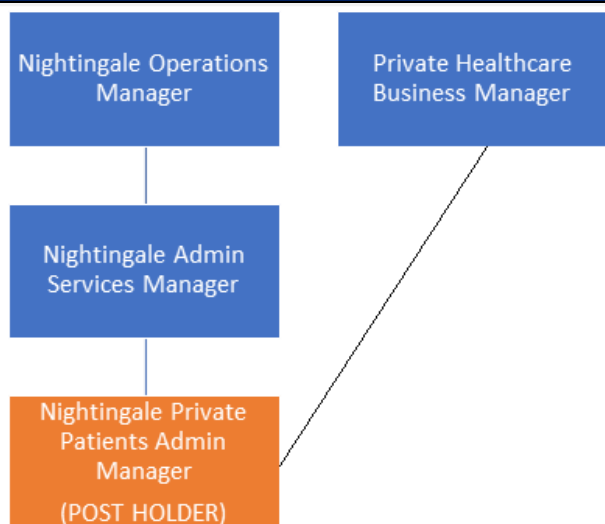
KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Nightingale senior leadership team • Nightingale administrative leads • Nightingale service leads; clinical and medical • RDUH Private patient team • Clinical teams who undertake private patient activities and shifts • Radiology services • Estates and facilities services • Pharmacy services • Comms and marketing leads	• Self-funding and insured patients • Patients relatives and carers • Private medical insurance companies • Private surgeons • Private anaesthetists • GPs

ORGANISATIONAL CHART



FREEDOM TO ACT
High level of independence and autonomy required to deliver specific area of work. The post holder will operate within Trust policies and procedures, using own initiative and seeking advice from Manager as required.
COMMUNICATION/RELATIONSHIP SKILLS
The postholder will act as a point of contact for the Nightingale Private patient service, and build strong relationships with internal and external stakeholders, ensuring a professional and seamless service for private patients. They will establish and develop positive relationships with consultants and colleagues. The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care. The post holder will co-ordinate and manage the administration function of rosters, scheduling of staff and patients, dealing with complex enquiries and representing the Nightingale Private Patient services. They will build and maintain strong working relationships with clinical service leads to ensure rostering of staff for private patient activity occurs in a timely, fair, and comprehensive manner. The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, acting with integrity, being inclusive, and empowering themselves and others.
ANALYTICAL/JUDGEMENTAL SKILLS
The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring standards of the Nightingale Private Patients services are met. They will ensure the collection of all supporting data to enable reporting and improvements to process. In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.
PLANNING/ORGANISATIONAL SKILLS
The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the waiting lists, patient scheduling, staff scheduling, and commitments of the Nightingale Private Patients service. The post holder must be able to manage rapidly changing priorities and multi task, escalating work where appropriate. They will maintain accurate records of all private patient activity and ensure that all activity is entered accurately into Trust systems.
PATIENT/CLIENT CARE
The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will provide non-clinical advice to patients, clients. As part of providing patient facing services the post holder will be required to utilise the Trust's electronic patient record, EPIC.
POLICY/SERVICE DEVELOPMENT
Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area.
FINANCIAL/PHYSICAL RESOURCES
Responsible for ensuring that the Nightingale Private Patient services have the required staff scheduled and arranged. Ensuring that all staff have the necessary equipment and resources required to undertake

their duties. Responsible for non-pay budget ordering and maintaining non-clinical equipment such as marketing materials, and effectively reporting any problems that may arise.

Work with consultants, senior management and administration teams to ensure income capture is maximised. They will identify and escalate any issues or changing in process that affects cost and income.

HUMAN RESOURCES

Support new employee integration into the team. The post holder has responsibility for the day to day service continuity for Nightingale Private Patient services.

The post holder will take an active part in the development review of own work suggesting areas for learning and development in the coming year.

The post holder does not have any staff supervisory or management responsibilities.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to produce reports and briefings for meetings and key stakeholders regarding Nightingale Private Patient services; taking formal minutes and distributing them as appropriate, ensuring that any actions are followed.

Responsible for managing the individual patients records, patient pathway and overall Private Patient waiting list within EPIC.

Responsible for managing staffing rosters and timetabling of staff. This includes the regular (minimum fortnightly) liaising with medical staff around timetabling, and regular (minimum weekly) liaising with clinical staff regarding private patient activity scheduling.

Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.

Maintain effective office systems including operating an effective bring forward system and ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.

PHYSICAL EFFORT

Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.

MENTAL EFFORT

There is a frequent requirement for concentration for activities such as managing private patient pathways and dealing with enquiries and rosters. Unpredictable work pattern with frequent interruptions.

EMOTIONAL EFFORT

Limited exposure to distressing or emotional circumstances. The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed.

WORKING CONDITIONS
Uses display screen equipment for substantial proportion of the day.
OTHER RESPONSIBILITIES
Take part in regular performance appraisal. Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling. Contribute to and work within a safe working environment. You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection. As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal. You must also take responsibility for your workplace health and wellbeing: • When required, gain support from Occupational Health, Human Resources or other sources. • Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. • Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you. • Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
GENERAL
This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you. Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Private Patient Administration Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level	E	
Advanced keyboard skills, RSA 3 or equivalent	E	
KNOWLEDGE/SKILLS		
Excellent communication skills both written and verbal, with a wide range of people	E	
Excellent organisational skills	E	
Ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained	E	
Work with a high degree of accuracy and be able to demonstrate attention to detail	E	
Tactful, diplomatic, empathic	E	
EXPERIENCE		
Project Management experience	E	
Formal minute taking experience with complex agendas	E	
Significant experience of MS office applications (including Outlook, Word, Excel and Powerpoint)	E	
Experience of managing a team of people	E	
PERSONAL ATTRIBUTES		
Approachable, responsive, resourceful, enthusiastic and flexible approach	E	
Self-motivated and proactive	E	
OTHER REQUIREMENTS		
Willingness to undertake a wide variety of duties	E	
Ability to travel to other sites for training, meetings etc	E	
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		