



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

Job Title	Customer Services Assistant – Inpatients/ Treatment Bookings Coordinator
Department	Customer Services – Inpatients / Treatment bookings
Reports to (job title)	Customer Services Team Leader/ Patient Services Manager
Direct and Indirect Reports	No
Job Grade	TBC

Who we are

At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, “to be the most innovative and best quality provider of niche health and social care services.”

Our **Purpose** is, “to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.

We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.

We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.

We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.

We will deliver care and clinical interactions compassionately and tailor them to individual needs.”

We achieve this by living our business **Values** each and every day:

- We are **caring**
- We are **enterprising**
- We are **resourceful**
- We are **authentic**
- We are **accountable**

As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, “Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”



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What you'll be doing (your job purpose)

To act as a key contact for all of our patients, Consultant users and colleagues, relating to inpatient and surgical admission, ensuring an excellent level of customer service at all times.

Your key accountabilities and responsibilities

- Create inpatient and surgical bookings on our patient administration system.
- Provide high quality, accurate, communication with patients at all times.
- Liaise with patients to answer queries in a courteous, professional and efficient manner.
- Act as a liaison to Consultant users and secretaries to ensure that they are fully appraised of their diary commitments.
- Act as a liaison for clinical and non-clinical teams to provide accurate, contemporaneous updates of the theatre diary via the scheduler system.
- To be responsible for ensuring patients are reviewed, by all departments, in a timely manner in line with the booking process procedure, prompting teams as required.
- Where required, ensure patient payments are processed in a timely manner.
- Where applicable, update RTT clocks as and when required and to have a good understanding of RTT. (SHH)
- Where applicable, liaise with Insurance companies regarding authorisations. (SHH)

General responsibilities

- To be responsible for the health, safety and welfare of yourself and others whilst at work, including colleagues, residents and visitors to the Home and for alerting the officers responsible to any hazards or potential risks to health and safety.
- To be fully conversant with the HMT policies relating to Safeguarding of Vulnerable Adults and Whistleblowing.
- To ensure compliance with the HMT Information Governance Policy and GDPR, maintaining an appropriate level of confidentiality around issues that may be personal or commercially sensitive.
- To ensure compliance with National and local Infection Prevention and Control guidance and policies
- Establishing and maintaining positive working relationships both with colleagues, residents, visitors and other health professionals and agencies.
- To act as an ambassador for the HMT company Vision. Ethos and Values.
- To promote equality and diversity at all times and across all work activities, with an emphasis on protected characteristics and promoting Fairness, Respect, Equality, Dignity and Autonomy (FREDA)

Date Choose an item.



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- To adhere to HMT policies and procedures.
- Attend mandatory training days / courses, on or off site, as per contractual agreement and role requirement
- To undertake any other duties and accountabilities which would be lawful, reasonable and appropriate to the role.

Your knowledge, skills and experience	
Experience working in a customer services and administrative role	Essential
Excellent interpersonal skills	Essential
Willing to undertake self-development activities to improve performance and effectiveness	Essential
Has up-to-date knowledge or demonstrable computer literacy in order to use the following systems: 1. Electronic Patient Records 2. Management of Medical records	Essential

Your training and qualifications	
Minimum of GCSE English and Mathematics	Essential
Already obtained or working toward BTEC/NVQ level in Administration	Desirable

Aptitude and Abilities	
Able to prioritize workload	Essential
Effective time management skills	Essential
Ability to use initiative and make decisions under guidance from line manager	Essential
Effective interpersonal skills	Essential

Disposition / Attitude / Motivation

Date Choose an item.



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Excellent communication skills, written and oral	Essential
Able to motivate and support others	Essential
Encourage effective team working	Essential
Ability to work independently and as part of a team	Essential
Understands the importance of confidentiality and dealing with sensitive information	Essential

The way we do things at HMT (our Behaviours)

**See Appendix 1 attached*

This job description provides an outline of the role, detailing the main responsibilities and tasks the post holder may be required to undertake. It is not exhaustive, and the post holder may be required to carry out other duties as reasonably requested. The job description may also be updated from time to time to reflect the changing needs of the business

All staff are required to comply with the organisation's policies, procedures, and standards at all times, participating in mandatory and role-specific training, supervision, and appraisal processes. Staff are expected to uphold a professional approach to work, demonstrating respect, integrity, and accountability in all interactions, and to contribute to a safe environment for patients, residents, colleagues, and visitors in line with Health & Safety regulations. Staff have a duty to safeguard and promote the welfare of vulnerable adults and children, raise concerns in accordance with statutory and organisational procedures, and support the principles of Equality, Diversity, and Inclusion. Confidentiality must be maintained at all times, and information handled in accordance with GDPR and organisational requirements.

Staff are also expected to be flexible, undertaking other reasonable duties within their competence to meet the needs of the service, and to contribute to continuous improvement by engaging positively with feedback and change initiatives. The wellbeing and dignity of patients and residents should remain central to all aspects of work, with staff demonstrating commitment to professional standards and the overall goals of the organisation.

Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.

I have received a copy of this Job Description; read it, understood it and agreed to it.

Date Choose an item.



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Signed.....

Date.....

Job Holder

Date Choose an item.