

JOB DESCRIPTION

TITLE OF POST:	Overseas Visitors Liaison Officer
GRADE:	Band 4
HOURS:	37.5 per week
RESPONSIBLE TO:	Overseas Visitors Service Manager
ACCOUNTABLE TO:	Overseas Visitors Service Manager
JOB SUMMARY:	<p>The Post holder will be responsible for Liaison Duties for Overseas Visitors, in the main:</p> <ul style="list-style-type: none">• Supporting the Overseas Visitors Team (OVT) in the provision of services and information both within the Trust and externally to patients, families, agencies, and others, in relation to Overseas Visitors (Health Tourism).• Working with the OVT in the operation and maintenance of financial control and patient activity recording.• Liaising with departments and individuals throughout the Trust, to ensure the smooth running of services with Overseas Visitors, and the accurate and timely recording of activities.• Maintenance of patient records and audit trails, including filing of records.• Liaises with Clinical, Administrative staff, patients, relatives and outside agencies.• The Post holder will also be responsible for keying accurate data onto the Overseas Visitors database, both from internal areas and from lists provided by informatics, to report to NHSi/E, enabling the central spine (SCRa) records to be updated centrally.• Render Invoices through the new computerised debtors system.

PRINCIPAL RESPONSIBILITIES:

1. To provide support to the OVT in his/her role as the key reference point for staff and patients regarding potential treatment.
2. Supports the OVT if necessary, in difficult patient interviews/complaints, which could involve having to handle verbal aggression, in a witness capacity.
3. To be familiar with current Department of Health Guidelines regarding Overseas Visitors.
4. Knowledge of secretarial and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience to Vocational Level 3 or equivalent; plus knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures
5. Knowledge of software programmes, dexterity, co-ordination for keyboard skills.
6. Knowledge and use of computer software for the creation of invoices and payments.
7. Demonstrate knowledge of the systems, personnel and workings of the Trust, and use this knowledge to answer diverse queries and re-direct appropriately.
8. Works independently and with the OVT on the pricing of patient treatment and the preparation of accurate data for invoicing purposes, using HRG Codes and block local data information.
9. Liaise with relevant personnel/departments to obtain sensitive/confidential information on patient treatment for costing purposes and calculating invoices.
10. Calculate payment for treatment from a range of complex information.
11. Obtain if necessary, cash or credit card/cheque deposits and full payments from patients.
12. Input financial data into computerised database, where speed and accuracy are necessary.
13. Analyse, investigate and resolve financial queries and discrepancies from Debt control/patients/outside bodies concerning patient accounts.
14. Plan and prioritises own workload and manages own filing / pending system.
15. Maintain appropriate records for audit purposes.
16. Ability to work unsupervised when necessary.
17. Assist the OVT in identifying improvements to procedures and their implementation.

18. Ability to maintain high levels of concentration in relation to workload during persistent interruptions from telephone enquiries and personal callers, which can necessitate immediate change to planned activity.

These tasks should not be viewed as an inflexible specification. As priorities change, new duties and areas of responsibility may be included appropriate to the post holder's grade.

PERSON SPECIFICATION

Job Title: Overseas Visitor Liaison Officer

Completed by: Terri Holloway

Date:

Short listing and selection of applicants for the above position must be made against the attributes listed below. It is **essential** that the attributes required for this position are not discriminatory.

	Essential	Desirable
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Good verbal and written communication skills • Computer literate being fully conversant in Microsoft Packages (Excel & Word) • Expert in Email • Capable of remaining calm & professional in busy situations • Ability to work as part of a team under supervision • Attention to detail • Organised and methodical • Demonstrates an ability to project a professional attitude/image • Good level of literacy and numeracy • Good letter composition skills • Good telephone Manner 	<ul style="list-style-type: none"> • Ability to use own initiative • Use of EPR – Trust Electronic Patient System • Access Database understanding • Some basic Finance Understanding • Use of Oracle
	<ul style="list-style-type: none"> • Experience within a customer service setting 	<ul style="list-style-type: none"> • Experience within an NHS administrative

Experience	<ul style="list-style-type: none"> • Office Administration or Secretarial Experience • Accurate Typing skills • Diary Management 	environment <ul style="list-style-type: none"> • Experience within the Private Medical Insurance Industry • Medical Terminology understanding
Education / Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 (or equivalent) • Required to attend mandatory training • Knowledge of secretarial and administrative duties, using computer software. 	<ul style="list-style-type: none"> • ECDL qualification or equivalent • GCSE in English language and Maths • Knowledge of Microsoft packages • Customer Service qualification/course completion
Other	<ul style="list-style-type: none"> • Cleared by Occupational Health • A Flexible attitude to working practices • Able to use initiative and make decisions 	

This job description is not exhaustive and will be subject to periodic review in association with the post holder.

Policies and Procedures

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

Confidentiality

Your attention is drawn to the confidential aspects of this post. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal.

You should also be aware that regardless of any disciplinary action taken, a breach of confidence could also result in a civil action for damage.

Equality of Opportunity and Diversity

The Royal Berkshire NHS Foundation Trust operates an Equality of Opportunity and Diversity policy. The policy aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

Fire

You are required to comply with the agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

Health and Safety at Work Act

You are required to take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with the Trust to ensure that statutory and departmental safety regulations are followed.

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the employing Trust.

Smoking Policy

The Royal Berkshire NHS Foundation Trust has a *Smoke Free* policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

Infection Control

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic technique
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training and annual updates.