

Position Description



1. General Information

Position Title:	Patient Services Team Leader
Division/Department:	Patient Services Centre
Position Reports to:	Patient Services Centre Nurse Unit Manager
Enterprise/Individual Agreement:	HSUA (No 1 Branch) EBA
Classification/Grade:	BOF05 + 10%
Location:	Richmond
Employment Status:	Full Time
Resource Management (for Management positions only) Direct Reports: Budget under management:	Patient services Officers NA
Key Relationships - internal and external	<ul style="list-style-type: none">• Internal stakeholders• VMO's• Practice Managers• Third Party Providers• Health Fund Insurers including TAC and VWA• External stakeholders

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

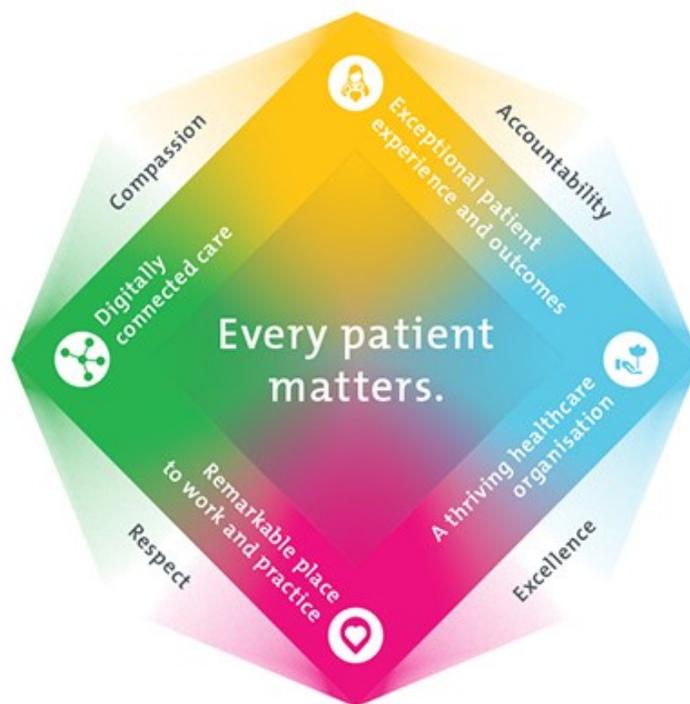
Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Compassion, Accountability Respect and Excellence =CARE*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy

Our strategic vision

Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.



Exceptional patient experience and outcomes

To empower our patients and deliver compassionate, expert and coordinated care.



A thriving healthcare organisation

To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.



Remarkable place to work and practice

To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.



Digitally connected care

To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The primary function of the Patient Services Team Leader is to ensure the Patient Services staff provide excellent and efficient customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff.

This role will assist the Patient Services Manager by ensuring the team provide a highly efficient, accurate and timely service effectively attending to the administrative and financial processing of patients prior to and on admission to hospital, including elective and emergency admissions.

As a Team Leader you will have direct patient liaison, training, monitoring and supporting staff in all areas of the pre-admission process. This will include using the hospital's patient management systems of iPM and CRM, scheduling of elective medical and surgical bookings, accurate eligibility checks, and delivering a quality service to all key stakeholders.

Patient Services Centre Team Leaders lead staff working across the following areas: admissions, bookings, bed allocator, clerical pre-admissions, and the emergency department.

Demonstrated Personal Competencies Required	Demonstrated Job Competencies Required
<ul style="list-style-type: none">• Ability to set priorities and to work under high pressure.• Effective communication and interpersonal skills.• Ability to work effectively without direct supervision.• Commitment to the provision of high-quality customer service.• Innovative, pro-active and creative attitude.• Well-developed organisational and problem-solving skills.	<ul style="list-style-type: none">• Well-developed computer skills• Prepared to make a commitment to Epworth's vision and values.• Commitment to the provision of high-quality customer service.• Committed to continuous quality improvement.• iPM and/or CRM experience advantageous.• Health experience preferred.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Customer Service</p> <ul style="list-style-type: none"> • Lead by example in the Provision of high-level customer service to staff, medical staff, patients and visitors in line with Epworth’s Values and Behaviours, policies and procedures. • Ensure efficient processing of all enquiries with a clear focus on customer service delivery. • Monitor staff and ensure patient’s admission and discharge processes are managed with a high degree of accuracy and efficiency whilst maintaining a focus on high level customer service and satisfaction. • Ensure Provision of accurate information to patient and family members in relation to hospital charges and general information within the framework of privacy legislation requirements. • Demonstrate empathy and compassion in all interactions with patients and their carers 	<ul style="list-style-type: none"> • Customer Service Satisfaction Survey within agreed targets. • Demonstration of high-level communication skills with all members of the Health care team. • Identifies and attends to customer needs, expectations and follow up as required and in a timely manner. • Acts as a role model in the provision of customer service. • Use AIDET principles in all interactions
<p>Administrative support</p> <ul style="list-style-type: none"> • Oversee the inputting of all data and eligibility checks related to elective and emergency bookings. • Accurate and timely follow up of Health Fund Spreadsheet queries from Revenue. Feedback to all relevant parties of outcomes and Reflection tool follow up with staff. • Ensure collection and accurate receipt of patient payments equal to or above team KPI as agreed with Manager. • Ensure accurate and timely cost estimates are provided to patients and practice managers. • Ensure effective rostering on a monthly and daily basis, with coverage for planned and unplanned absences. • Liaise closely with surgeons and practice managers, Hospital Co-ordinator and other departments as required. 	<ul style="list-style-type: none"> • KPI’s are monitored and met or exceeded as measured through regular audits and reviews • Completion of rosters in a timely manner, published in accordance with Enterprise Agreement. • Management of incoming and outgoing mail • Ability to perform tasks in a timely and accurate manner according to departmental priorities. • Ensures accurate patient details are maintained at all times and that minimum data requirements are obtained. • Print and attend to daily reports as required.

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<ul style="list-style-type: none"> • Initiation, participation and implementation in quality and organisational improvement processes. • Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change. • Timely and professional escalation of problematic situations pertaining to bookings, admissions and clerical tasks as they arise to the relevant departmental supervisor. 	<ul style="list-style-type: none"> • Undertake duties in central or satellite office in accordance with current staff roster.
<p>Team effectiveness</p> <ul style="list-style-type: none"> • Establish positive relationship with peers and direct reports. • Meet set KPI's as outlined by the Patient Service Centre Nurse Unit Manager. • Prioritise daily tasks within the role to ensure the effectiveness of the Patient Services Centre. • Contribution to department efficiency by effective utilisation of time and resources. • Training and upskilling of staff across roles within the department. • Monitor and follow up of HR KPI's with staff to meet expected KPI. 	<ul style="list-style-type: none"> • Monitoring of Labour hours and Resources to meet targets. • Challenge and evaluate work practices and systems, identifying inefficiencies • Lead, participate and support staff in education, training and implementation of change. • Actively contributes and supports team members. • Staff KPI's are monitored and at expected levels • Policies and procedures are followed and Staff update process followed.
<p>Flexibility</p> <ul style="list-style-type: none"> • Demonstrates flexibility in the face of changing priorities and situations within Patient Service Centre. • Adapts to work in Patient Services Centre roles within all areas as required 	<ul style="list-style-type: none"> • Responds and actively contributes to the needs of Patient Services consistent with skills and training.
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Self-monitoring and completion of all training annually, including performance development plan (PDP) • Participate and contribute to operational and strategic decision making. • Completion of new training and e-learning modules as required. • Participation in upskilling in all roles within Patient Services. 	<ul style="list-style-type: none"> • Completion of all mandatory training competencies and learning. • Development of skills to be flexible in roles across Patient Services. • Development of skills for effectively leading a team.

<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Escalation & reporting of identified risks or incidents • Familiarisation of relevant Epworth HealthCare policies and procedures relevant to OH&S 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions. • Implement and adhere to Epworth OHS policies, protocols and safe work procedures in the workplace and ensure these are followed by staff. • Mandatory training completed at agreed frequency for self and staff.

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Working with Children • Medical Terminology knowledge <p>Desirable</p> <ul style="list-style-type: none"> • Appropriate qualification in relevant discipline e.g. Health Administration
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Extensive Clerical experience in a service- oriented environment <p>Desirable</p> <ul style="list-style-type: none"> • Administration experience in a health care setting

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Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Excellent computer skills. <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience with iPM/CRM computer system
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Belief in patient centred care • Committed to providing a safe environment for patients & colleagues • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Self-motivated and self-directed.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2022	August 2022	Patient Service Centre Nurse Unit Manager Operations Manager – Patient and Administration Services

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

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Employee Signature:

Print Name:

Date:
