

SINGLE CORPORATE SERVICES

FINANCE

Job title:	FS11 - Overseas Visitor and Income Officer (PHU)	<i>To be completed by HR Job Reference Number</i>
Reporting to:	Overseas Visitor Manager (PHU)	
Accountable to:	Assistant Director of Finance – Financial Services and Reporting	
Pay Band:	Agenda for Change Band 3	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

The Overseas and Income Officer will ensure that overseas visitors are correctly assessed for eligibility for NHS treatment and will ensure that non-eligible overseas visitors are charged appropriately for the services they receive.

The post holder will assist with all designated areas of all Patient related Income streams, monitoring the delivery to recover income for services provided by the Trust involving the interpretation of queries from both external organisations and patients regarding charges levied. NCA (Non-Contract Activity), SLA invoicing, NHS injury costs recovery and income accruals.

The role involves providing a comprehensive and effective administrative service to support the smooth and efficient running of the busy Contracts and Income Team, Financial Management team within the Finance Department.

This role supports the development, implementation and monitoring of Income processes on behalf of Portsmouth Hospitals University NHS Trust.

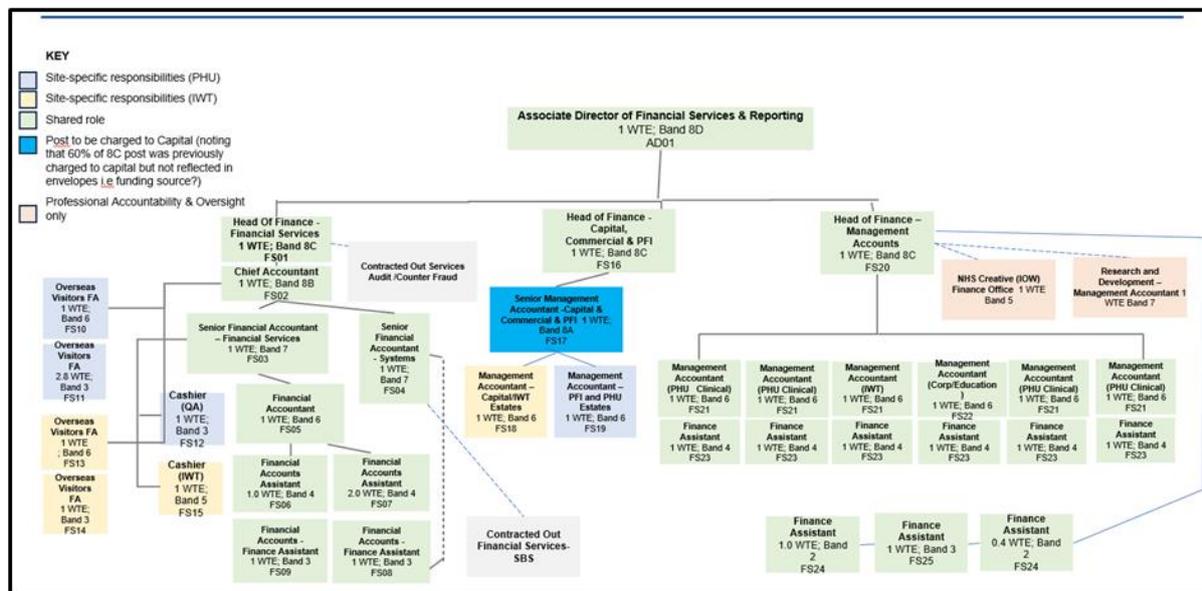
Job summary

- To assist in the identification of Overseas Visitors to Portsmouth Hospitals Trust to recover funds from insured/self funding foreign visitors, or through patients visiting the Trust from countries with which the United Kingdom has a bilateral health agreement with.
- To arrange face-to-face interviews with patients who have been identified as potential overseas visitors to substantiate the validity of patients claim to free treatment and to obtain supporting documentary evidence by interviewing patients and their relatives.
- To analyse and validate the documents provided from these interviews and to assess whether there is potential NHS fraud.
- To enter the correct coding for these patients once interviewed, to ensure that the hospital system (PAS) is updated correctly to obtain the maximum financial benefit for the Trust either through Payment by Results, or from the bilateral health agreements or from the travel insurance companies or from the patient themselves, if self funding.
- The interviews and assessment of this documentation must be handled in a politically correct manner to avoid any jeopardy of discrimination.
- Where appropriate to obtain signature and countersigning of Overseas Patient contracts
- Where appropriate to obtain credit card details and to help take a deposit for patient fees for treatment.
- To plan and organise interviews for elective patients to the Trust who could be potential Overseas Visitor patients.
- To keep accurate records on all overseas patients interviewed throughout the Trust and associated sites.
- To ensure that accurate details are obtained from overseas patients regarding funding, either medical insurance, sponsorship or personal funding, to eliminate any delay in payment or long-term debt to the Trust.
- To carry out Stage II interviews and use judgement to ensure patient meets the criteria laid down by the Department of Health. See examples of questionnaires attached.

- To assist in overseas patients' awareness training sessions for all levels of Trust staff.
- To liaise with GPs, the Immigration and Home office to establish a patient's status, whilst maintaining confidentiality at all times.
- To act as a point of contact for staff within the Trust in dealing with overseas patients.
- To have a thorough understanding of the regulations are directed by the Department of Health and the Trust Policy regarding overseas patients within and NHS Trust. See attached Department of Health document.
- To record and maintain the Trust's database for Overseas Visitors.
- To provide through the portal European Health Insurance Card details to the Department of Works and Pensions
- To process invoices for Overseas Patients on the Trust's Oracle Accounting system
- To monitor bad debt for Overseas Patients on the Trust's Oracle Account system.
- To maintain and update the hospital PAS system accurately Overseas Patient's details.

Organisational Chart

The Overseas Visitor and Income Officer reports directly to the Overseas Manager as part of the single corporate service. The postholder will be an integral part of the Financial Services team.



Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

- The post has minimal demand for work related physical skills.

Patient Client Care

- Corporate responsibility for the provision of a clinical, clinical technical or social care service(s).

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will monitor and/or contributes to the drawing up of department/service budgets or financial initiatives.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder is responsible for the operation of one or more information systems for several services where this is the major job responsibility.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
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<p>Qualifications /Experience and Knowledge</p>	<ul style="list-style-type: none"> • 5 GCSE's including English and Maths • Entrance Level must be equivalent to AAT NVQ Level 2 or equivalent experience. • The post holder is required to have sound knowledge of health service financial management, Information analysis and the use of information across the NHS. • Understanding of NHS Regulations relating to the charging of Overseas Visitors, the NHS Recoveries Database dealing with Road Traffic Accidents & Personal Injury Claims and Non-Contract Activity regulations for the invoicing of non-commissioned activity/patients. • Basic accounting and forecasting skills. <ul style="list-style-type: none"> ▪ Evidence of communication skills with non-financial managers on financial issues ▪ Knowledge of NHS Costing principles and methodology <p>Knowledge and understanding of Healthcare Resource Groups (HRGs), PbR, and NHS income processes.</p>	<p>Experience of working within a NHS setting</p> <p>Experience of NHS Regulations relating to the charging of Overseas Visitors, the NHS Recoveries Database dealing with RTA & Personal Injury Claims and NCA regulations for the invoicing of non- commissioned activity/patients</p>	
	<ul style="list-style-type: none"> • Demonstrate behaviour that supports the core principles of teamwork, diversity, respect, learning and trustworthiness. <p>Good technical information skills and IT skills particularly in the use of MS Excel spreadsheets.</p> <ul style="list-style-type: none"> • Able to work under pressure on own initiative with proven skill at organisation of own workload to meet deadlines and the requirements of department of Health returns. • To provide excellent customer service, to both internal customers e.g. line managers, 		

	<p>employees and to external customers e.g. patients.</p> <ul style="list-style-type: none"> • Skilled communicator with the ability to explain complex information in a variety of methods to meet the needs of the target audience, including report writing skills. • Diplomatic communication skills required particularly when negotiating with patients regarding treatment charges. • Ability to communicate with members of the public and external organisations with regard to financial matters. • Ability to communicate with all levels of staff internally, this will include financial matters as well as discussing confidential patient information. • Ability to convey simple financial subjects in an understandable fashion suitable for audience. <p>Accurate and timely data management/input skills</p>		

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to: Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures.
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.



This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.