

JOB DESCRIPTION

1. JOB DETAILS

Post Title:	Senior Administrator, Maudsley Health
Grade:	According to experience
Hours:	40 hours per week (plus break). This role requires working on weekends.
Department:	Maudsley Health, Abu Dhabi
Reports to:	Service Manager, Maudsley Health

2. JOB PURPOSE

The postholder will be responsible for providing and continually developing high quality and patient centered administration services to a multidisciplinary team.

The post holder will manage the day-to-day administrative operations of the clinic and oversee a team of administrators to ensure efficient and effective patient services.

The postholder will be responsible for ensuring positive patient experiences and enhancing the reputation of Maudsley Health.

3. ORGANISATIONAL POSITION

Reporting to Service Manager. Supervises a non-clinical team.

4. KEY RESULT AREAS

4.1 Service Requirements

Develop and implement professional and confidential day-to-day administration services to support all patients/carers/team members and improve patient satisfaction and experiences.

Ensure daily tasks and ongoing workloads are prioritised and completed within agreed timescales while ensuring quality standards.

4.2 Patient services

Coordinate all patient services to improve the patient journey and experience.

Coordinate with patients and the clinical team to oversee scheduling and management of patient appointments.

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Oversee all call handling and monitoring to ensure a quality and patient centered approach is adopted by the team.

4.3 Concern and complaint management

Investigate and resolve patient concerns/complaints in a timely and sensitive manner.

Tracking and monitoring of all concerns and complaints for quality improvement purposes.

4.4 Medical Record Management

Ensure the timely, confidential and efficient management of all medical records in line with internal and regulatory requirements.

4.5 Quality improvement

Monitor and evaluate administrative processes to identify areas for improvement.

Maintain operational databases to improve monitoring and quality.

Implement changes to enhance overall quality of services.

Collect and analyse data related to clinic operations and patient satisfaction, as delegated by Service Manager.

Generate regular reports and dashboards as directed by Service Manager to inform decision making and quality improvement.

4.6 Facilities/health and safety

Ensure compliance with regulatory standards such as JCIA and DOH policies and procedures.

Monitoring of housekeeping/facilities in department and respond to any requests from the team.

Participate in health and safety monitoring and implementation such as visitors logs, fire safety and infection control.

4.7 Billing and Insurance

Collaborate with the finance department to ensure monitoring and implementation of billing, revenue collection and expenses as per internal policies and procedures.

Collaborate with the insurance department to ensure eligibility and insurance processes are implemented and effective in line with policies and procedures.

Liaise with patients and/or the clinical team to assist with any billing and insurance queries.

4.8 Staff Support and Supervision

Provide leadership and supervision to a team of administration staff, including training support, professional development and performance evaluation and monitoring.

Develop and encourage a positive, collaborative team environment.

Identify individual and department training needs and suggest means of addressing these.

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4.9 Personal development

Participate in development and training identified through the supervision and appraisal process.

Participate in all identified mandatory training.

4.10 Other

To provide cover for colleagues as required within the service, for example, ad hoc reception cover.

Attend and actively participate in administrative team meetings and trainings to assist in the implementation and continual review of systems to ensure good practice.

May be required to work on a shift rotation and outside of core hours in line with service needs.

To build collaborative relationships and always act in a professional and respectful manner.

Represent Maudsley Health mission, vision and values at all times.

All duties are carried out in line with organisation policy and procedures.

Carry out other duties appropriate to grade as identified by Service Managers.

5. COMMUNICATIONS AND WORKING RELATIONSHIPS

COMMUNICATION WITH	FREQUENCY
Patients/Families/Caregivers	Daily
Visitors	Daily
External Agencies	Daily
MDT Team members	Daily
Administrative Team	Daily
Management Team	Daily
Other Departments	Daily

6. OTHER INFORMATION

General

The post-holder is required to follow company policies and procedures including:

Confidentiality

Confidentiality/data protection regarding all personal information and company activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities

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Promote the concepts of equality of opportunity and managing diversity service-wide.

Health and Safety

Employees must be aware of the responsibilities of good health and safety practice, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with policy.

Professional Standards and Performance Review

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process

Service/Development standards

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance

All staff will comply with the financial processes and procedures.

Safeguarding children and vulnerable adults

Employees have a responsibility to ensure the safeguarding of children and adults.

This job description will be subject to regular review and adjustment.

SUMMARY

This job description is an outline of the key tasks and responsibilities of the post, and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the organisation and its services, as well as the personal development of the postholder.

	Personal Specification
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<p>Qualifications Essential</p>	<ul style="list-style-type: none"> • Bachelors Degree, preferably in a health or business related field
<p>Desirable</p>	<ul style="list-style-type: none"> • Masters Degree in related field
<p>Skills Essential</p>	<ul style="list-style-type: none"> • Proven ability to provide leadership and guidance to a team • Excellent communication skills, both verbal and in writing • Excellent interpersonal skills - Confident, professional manner • Ability to plan and prioritise own and others workload • Ability to work with limited supervision • Effective time management, organisational and problem solving skills • Punctual, reliable and flexible • Proficiency in MS Office applications including word, excel and powerpoint
<p>Desirable</p>	<ul style="list-style-type: none"> • Arabic and English proficiency
<p>Knowledge Essential</p>	<ul style="list-style-type: none"> • Awareness of confidentiality and data protection • Understanding of inclusion and diversity • Strong understanding of Mental health and healthcare operations
<p>Desirable</p>	<ul style="list-style-type: none"> • Working knowledge of Electronic Medical Records • Familiarity with Quality improvement methods and data collection
<p>Experience Essential</p>	<ul style="list-style-type: none"> • Experience of developing and implementing administrative processes • Working in a patient facing role within a health care setting • Experience of commitment to equal opportunity, fair access and service user empowerment. • Complaint management proficiency • Experience of team supervision, training and performance management
<p>Desirable</p>	<ul style="list-style-type: none"> • Working in a mental health care setting • Implementing and monitoring Health and Safety procedures