

JOB DESCRIPTION

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| Job Title | Client Services Advisor |
| Department | Patient Services |
| Line Manager | Client Services Supervisor |
| Location | Fortius Head Office |
| Contract type | Permanent full-time: 37.5 hours per week on AM & PM shift patterns |
| Salary | £23,000 per annum |

Job Overview

Fortius Clinic is now the UK's largest private orthopaedic group. We are building our business on a passion for excellence, an innovative approach in all that we do and working together to put patients first. We require a Client Services Advisor to become part of a talented, dedicated team of people committed to providing the very best in orthopaedic and sports injury care. We have three Outpatient Diagnostic and Treatment Centres (ODTCs), in Marylebone, Wimbledon and in the City. We also have a Surgical Centre in Marylebone. This is an opportunity to join the outpatient team at all sites.

The CSA will be the voice of Fortius, directing calls ensuring callers reach the relevant team with the shortest pathway, ensuring all patient confidentiality is respected. Many of our visitors touch different services in the same day or on multiple visits. This can include appointments for wound care through to imaging, to the settlement of their accounts to assisting with insurance queries. Attention to detail, ability to focus on that individual patient's pathways, a friendly 'can-do' attitude and excellent teamwork are all key factors to success in this role.

Principal Accountabilities

1. Answering, transferring, and forwarding calls via the clinic switchboard in an efficient and courteous manner to company standards - high quality, courteous, patient focused manner always maintaining patient confidentiality.
2. Take accurate messages and act on these in a timely manner so that they are responded to quickly by the appropriate person/team.
3. Along with the rest of the team, help to manage all e-mail inboxes that the Client Services Team monitor.
4. Work with the line manager to record and maintain an efficient telephone routing service and keep this logged and track changes.
5. Provide basic support for the Fortius Clinic patient portal.
6. Manage the 8x8 phone system to change telephone routings and mapping where necessary.
7. Set up new starters with telephony systems and provide administrative support.
8. Provide other ad hoc administrative and switchboard duties as instructed by Client Services Supervisor.

9. Assess and organise own workload and communicate work priorities, organising workload in conjunction with other team members.
10. Participate in the departmental rota, being flexible in responding to service needs.
11. Work in conjunction with and assist with other departments, as necessary.
12. Work with Fortius Digital to help develop and implement improvements and changes to processes.
13. To undertake any other duties commensurate with the role as required by the line manager.

Main Contacts

Consultants and Medical Secretaries

Outpatient and Surgical Centre Staff

Patients, relatives, and visitors to the ODTCs and Fortius Surgical Centre

Housekeeping staff

FOH Supervisors

Consultant Support Advisors

Client Services Supervisor

Equality & Diversity

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

Health & Safety

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

Infection Control

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

Quality Governance

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability. Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.

Values - All Fortius staff are expected to display and aspire to the Fortius Values.

Making it Happen - Be proactive in reviewing the current service, making recommendations, and implementing changes to continuously improve the patient journey.

Stronger Together - Work in partnership with the multi –disciplinary team to challenge and influence clinical and managerial decision making.

Personalised Service - Deliver a patient centered service, provide patients with information regarding their care and treatment.

Person Specification

| Qualifications/ Knowledge/ Skills/ Experience | Essential | Desirable |
|--|------------------|------------------|
| GCSE English and Math (or equivalent) | X | |
| Excellent interpersonal and communication skills (verbal and written English) | X | |
| Experience of clerical and administrative work | X | |
| IT literate – able to use a range of computerized packages including word, email and patient booking system | X | |
| Previous experience of working in a clinical or medical setting would be advantageous | | X |
| Ability to work on your own or as part of a team | X | |
| Excellent organisational skills, ability to prioritise and manage a busy workload without direct supervision | X | |
| Able to remain calm when under pressure and deal effectively with unanticipated demands | X | |
| Excellent customer service skills and ability to work with a range of stakeholders | X | |
| Able to handle sensitive information without compromising confidentiality | X | |
| Flexible helpful attitude | X | |

