Job Description
Office Assistant

The Clatterbridge Private Clinic is a joint venture partnership between Mater Private Healthcare and the Clatterbridge Cancer Centre. It the first venture of its kind for the Mater Private who operate private hospitals across Ireland including its flagship Mater Private Hospital in Dublin – one of Europe's leading private hospitals. The partnership raises additional funds which can be reinvested into improving and expanding the NHS services at the Clatterbridge Cancer Centre.
We offer our patients a wide range of treatment including chemotherapy and radiotherapy delivered by a small dedicated team.

We are looking to recruit a motivated individual with excellent organisation and communication skills, with the ability to help drive changes. It is crucial that you have the ability to work independently and be flexible and resourceful in your approach to the demands of this role.

Required Skills

1. **Attention to detail**
2. **Ownership and tenacity of task**
3. **Professional and caring**
4. **Excellent communication skills**
5. **Flexibility and willingness**
6. **Confidentiality and discretion**
7. **Basic life support training**
8. **To undertake Continuing Professional Development**
9. **To work in a small dedicated team**
10. **Flexibility to meet the requirements of a changing and growing service**

Job Description

For the position of
Office Assistant
Clatterbridge Private Clinic

Job family: Administration
Job Band: NHS Band 2
Reports to: Patient Services Co-Ordinators
Accountable to: Clinic Manager
Location: Wirral and Liverpool as required.

Job Summary

The role of Office Assistant is to undertake a number of general office administration and reception duties to help ensure the Clinic runs smoothly. The Office Assistant needs to be proactive in their work habits and show high interest and engagement in all tasks delegated by the Clinic Manager and Patient Services Co-Ordinators. The Office Assistant will be required to undertake learning in the full business cycle of private health care.

The Office Assistant will also act as part of the team to be a central point of contact for both patients and consultants. The role will involve contacting patients and organise patient appointments. Liaising with Private Medical Insurance companies and legal firms. Foremost the role must contribute to ensuring an efficient and quality service for both consultants and patients.

Principle Duties and Responsibilities

Support the Receptionist as a main point of contact for all patients entering the Clinic, ensuring they are received in a professional and caring manner.

Offering hospitality to all patients and their families/friends through-out their stay in the Clinic.

To work closely with the admin team and be aware of the clinical activities at all times.

Take turns to cover late clinics and ad-hoc hours as and when required.

Covering for colleagues absences as and when required.

Ensuring a role handover is given before planned absence.

Answering and coordinating reception calls when required.

Supporting and assisting with various projects for management eg Christmas gifts, clinic events.

Principle Duties and Responsibilities (Cont)

Supporting and assisting with various daily tasks for the back office admin team.

Filing, delivering the post, writing appointment letters for patients and maintaining case note tracking at all times.

Help to prepare the clinic for the next day's appointments. Ensuring patient notes are in the clinic on the day before the patients' appointment. Ensuring the relevant reports and results are obtained.

Coordinating with the clinical staff to prep consultation rooms before patient appointments and communicating if the consultant will require a chaperone.

Coordinating transport for patients who require it.

Ensuring all tasks are completed in a timely manner. Ensure confidentiality at all times.

Assist Clinic management in creating and submitting the monthly board report.

Report breakages and repairs to the Estates department as required for the Clinic, following up to ensure the request is actioned and completed.

Any ad-hoc tasks as and when required by the Clinic Manager.

Attend mandatory training as and when required as per Clinic policy with reference to Health & Safety and Infection Control, follow procedures, standards and policy at all times.

To be flexible to meet the needs of a growing business and work with notice across all Clinic locations.

Responsibility for resources

Responsibility for the safe use and cleanliness of all non-clinical equipment.

Responsibility to keep the clinic environment clean, tidy and safe.

Special working conditions

On a daily basis deal with patients who are receiving treatment for cancer.

On a daily basis deal with relatives of patients who are being treated for cancer.

On a regular basis deal with patients and their families who have received bad news and are having difficulty coping with their condition.

On a regular basis be exposed to unpleasant odours.

Deal with difficult and aggressive behaviour on occasions when patients or their relatives are angry or want to complain.

Work in an environment that is subject to cytotoxic spillages.

On a daily basis use a VDU regularly throughout the day for long spells, also be competent in the use of word processing packages.

To apply for this role. Please send a copy of your CV and a covering letter to Jacqui.mcelhinney@nhs.net