**Purpose:** Providing operational effectiveness of the Patients pathway activities and ensuring provision of exceptional customer service.

**The post holder will:**

* Demonstrate high standards of customer service including the activating and management of all referral types, booking of appointments, whilst following strict departmental standard operating procedures.
* Adhering to set key performance indicators and escalating concerns when necessary.
* Demonstrate expertise and knowledge of responsible areas and evidence good understanding of all other administrative areas
* Supports the strategic direction and service delivery of the function.

**Role Profile –Referral Management Advisor**

**Values**

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Key Result Areas**

* Responsible for adhering to contact centre service standards, i.e. telephone response times and call quality assurance.
* Reply to internal email requests, and answer incoming calls in a timely fashion
* Maximise the utilisation of clinics in line with departmental KPI’s.
* Ensure bookings processes and guidelines are in place across each specialty, confirming data is correctly recorded
* Communicate with patients and their carers verbally and in writing as and when required, using tact, reassurance, discretion and maintaining confidentiality always
* Ensure all systems are updated in an accurate and timely manner.
* Communicate with other staff members and stakeholders (i.e. external consultants, GPs, other departments internal and external), verbally and in writing as and when required, concerning sometimes complex information, such as patient history and clinical procedures

**Skills and Experience**

Strong verbal and written communication skills ensuring tact and diplomacy across staff levels

Experience of personal efficiency, time management skills and the ability to prioritise competing demands

Experience working in a customer centred environment, with managerial/supervisory experience

A positive, pragmatic, and objective outlook with an approachable nature.

Working as a part of a teamto achieve agreed goals and standards.

Foster a culture of professionalism and a positive working team environment

Demonstrate honesty, integrity and ethics in the workplace

**Measurement**

Comply with the Hospital’s policy and procedures and good practice people management

Adhere to all regulatory CQC administrative requirements

Comply with data protection and confidentiality in all day to day activities

Be familiar with, and work in line with the hospital’s Values.

Performance will be measured against the specific objectives, targets and behaviours as identified and agreed within regular 1-1 coaching conversations with team leaders.

Comply with all mandatory and statutory training, and life support.

**Departmental Structure**

|  |  |
| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |