

Job description

Patient Care Advisor

Location: Middlewich (E.r.f way)

Reports to: Lung Health Check Team Leader

Working Hours: Full-time role working 37.5 hours per week.
Between 8am–8pm Monday-Friday & 8am-1pm Saturday (typically 1 in 4 Saturdays)

Salary: £24,784.50

About us:

InHealth is the UK's largest specialist provider of diagnostic and healthcare solutions. Our aim is to make healthcare better for patients by working collaboratively with the NHS to deliver a range of high-quality tests, scans, assessments, and procedures. In the last year, we have supported more than 3 million people in their healthcare journeys, the majority of these are NHS patients and service users.

Lung Cancer Screening is a new initiative for the NHS and InHealth, making it an exciting time to be involved. InHealth currently support the NHS with software, bookings, triage service and mobile CT scanning.

We need someone who has the passion and drive to help shape the future of our services and the creativity to make our services the best in the country for Commissioners but most importantly the patients we serve.

If you want to really get stuck in and have a huge impact on both current and future services, this is the role for you!

What you will do:

- Complete telephone triage consultation to establish risk scores and eligibility for any further assessment.
- Handle inbound calls from patients needing to book or amend appointments
- Manage telephone queries from patients
- Contact patients who require follow up appointments to ensure they are booked within recommended NHS guidelines.
- Escalate any issues as and when they arise.
- Maintain accurate data on internal systems for reporting purposes.
- Adhere to robust quality assurance measures to meet national standards.
- Develop and maintain excellent relationships with all key stakeholders.
- Make healthcare better for our patients.

What people see in you:

- A team player who is helpful, reliable and trustworthy

Job description

- Someone who has a proactive attitude and the ability to take initiative
- Someone who thrives in fast paced situations while staying calm and focused.
- A high level of attention to detail and who works well within set procedures
- A dedicated individual with strong organisational skills and a commitment to punctuality

Job description

You will:

- Be confident on the telephone
- Have experience in dealing with customers and/or patients and know how to manage their queries effectively and sensitively.
- Educated to GCSE or equivalent
- Strong mathematic skills, demonstrating a solid grasp of numerical concepts and problem-solving.
- Understand the importance of patient confidentiality and be aware of data protection.
- Strong attention to detail and excellent verbal and written communication skills, ensuring accuracy and clarity in verbal and written communication.
- Ensure adherence to thorough internal quality assurance measures to comply with national standards.
- Demonstrate competent computer skills, with the ability to effectively operate various software programs and troubleshoot basic technical issues

You have experience of:

- Working within a customer focused environment
- Handling telephone calls with customer/patient interactions
- Using computers, Microsoft Office Products and other IT Packages
- Demonstrating strong communication skills, both verbal and written

What can we offer you?

We offer a fantastic benefits package with access thousands of offers and discounts on a wide range of products and services relating to: fashion, travel, eating out, technology, leisure and more!

In addition to this, we also offer:

- 25 days annual leave (plus bank holidays) increasing with years of service
- Company contribution pension scheme
- Private medical insurance options
- Fantastic learning and development opportunities
- 24/7 access to a dedicated well-being hub and an Employee Assistance Programme
- Monthly award programme and online peer-to-peer recognition
- Refer a friend bonus.
- Cycle to Work scheme.

Further information

General

- Comply with all local and Health Intelligence policies, procedures, and guidelines.
- Comply with the requirements of the Data Protection Act.
- Have responsibility for the health, safety and welfare of self and others and to always comply with the requirements of health and safety regulations.
- This post is exempt from the provisions of Section 4(23) of the Rehabilitation of Offenders Act 1974.

Job description

- Undertake other duties that may be required from time to time and that are consistent with the responsibilities of the grade.
- Provide satisfactory clearance of suitability from the Criminal Records Bureau.
- This job description reflects the need to cultivate the service. It will evolve with the continuing expansion of the service and will be reviewed through mutual agreement between the post holder and the line manager.
- To be successful in position, you'll be able to communicate with members of the public from a variety of different backgrounds and be able to rely on your organisation skills to meet the requirements of our patients
- You'll be flexible and able to work in our weekly working shift pattern as required