

## **NHS Midlands and Lancashire Commissioning Support Unit – Job Description** **Administrator, Referral Management Centre – Band 3**



### **Who we are and what we offer**

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) is part of the NHS family, both 'of' and 'for' the NHS and are pivotal in supporting major improvements in health and wellbeing for organisations across our partner Integrated Care Systems (ICSs) and their populations. We are integral to the healthcare systems we work in partnership with, and our philosophy is to face every new challenge and opportunity together with our partners.

Our mission is to be a great place to work, to be great people to work with, striving to be better tomorrow than we are today.



### **Our values**

We live and work in line with our organisational values. They underpin who we are and how we build relationships both within our organisation, and with our clients, partners and the patients we serve.

We strive to achieve excellence in everything that we do, where everyone matters: our patients, our clients and you.

Our success is based upon the quality and skills of our staff. We put in a lot of effort to ensure they are happy, fulfilled, supported, and valued for their contributions to the overall aims and we are also focused on reducing our carbon footprint and delivering our services sustainably.



## How we work

At MLCSU we embrace a flexible and agile working style that balances the needs of you as an individual, the team and our services. Your formal base will be Leyland House.



## A day in the life of a [title]

As a Referral Management Centre Administrator, you will:

- Be responsible for timely, accurate electronic recording of referrals into the relevant booking system from GP Practices
- Liaise and support GP practice staff in both the referral process.
- Respond pro-actively to queries from patients and GP practices.
- Deal with enquiries from a range of sources including clinicians, managers, and members of the public.
- Maintain high standards of customer service at all times, responding sensitively to patients who are emotional and/or distressed.
- Offer patients a choice of provider for their onward care needs, with a date, time and setting appropriate to them in line with NHS England's Choice Agenda
- Take patients through eligibility criteria over the phone for patient transport bookings into secondary care.
- Be responsible for the accurate input of confidential patient information onto manual and computer systems.
- Attend and take part in departmental meetings.
- Maintain a robust approach to data quality and patient confidentiality.
- Adhere to the RMC & NHS Midlands & Lancashire Commissioning Support Unit policies & procedures.

The ideal candidates will have excellent telephone communication skills, be computer literate using Word, Excel, various software solutions and sending of communications via email. They will have the ability to work in a busy office environment with a hybrid model way of working for fully trained staff and a passion for delivering a high-quality service to patients and service users.

The Referral Management Centre Team navigates various systems and software to offer patients choice and book them into the required services for their appointments, with full training and support provided on these systems by our own dedicated on-site training team.



## Key relationships

### Internal

- Your role will report to a Team Leader.
- You will be placed in team of approximately seven reporting to one of the seven Team Leader within the RMC.
- We have two dedicated RMC trainers on site.
- RMC Office Manager.
- Head Of Referral Management Centre

### External

- The RMC provides a first-line point of contact (by telephone) for patients and general practitioners throughout the referral process.
- The department oversees the monitoring and management of referrals, the management of appointment and transport bookings and the development of electronic referrals and booking. These require regular liaison with primary, community and secondary care providers.



## Opportunities for personal development and learning

MLCSU recognise that you deserve to develop your unique skill set. We encourage our staff to adopt a culture of learning to continually evolve and develop the organisation.

## NHS Midlands and Lancashire Commissioning Support Unit – Person Specification

### Title – Band

Each quality will be assessed in your application form (A), interview (I), test (T) or certificate (C).

	Essential	Desirable	How this will be assessed
<b>Your experience</b>	<ul style="list-style-type: none"> <li>• Customer care experience gained in a similar service sector.</li> <li>• • Able to converse in a positive manner with all levels of staff and customers.</li> <li>• • Inputting and accessing data from PC based databases</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Experience</li> <li>• Call centre or similar experience</li> </ul>	A/I/T/C
<b>Your qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of general education (GCSE Maths / English).</li> </ul>	<ul style="list-style-type: none"> <li>• Higher education qualification</li> </ul>	A/I/T/C
<b>Your skills, knowledge and competencies</b>	<ul style="list-style-type: none"> <li>• Good oral and written communication skills</li> <li>• An excellent telephone manner.</li> <li>• Accurate keyboard skills. Familiarity with the use of computers.</li> <li>• Ability to understand, absorb and comply with detailed procedures.</li> <li>• Able to demonstrate an understanding of issues relating to confidentiality.</li> <li>• Demonstrate understanding of issues relating to equal opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Excel, Word and Databases</li> <li>• Knowledge of clinical terminology</li> </ul>	A/I/T/C

Your personal qualities	<ul style="list-style-type: none"> <li>• Ability to work under pressure and to meet deadlines.</li> <li>• Attention to Detail</li> <li>• Ability to adopt to changing needs of the service</li> <li>• Ability to organise own workload and work under own initiative with limited supervision.</li> <li>• Team player</li> <li>• Flexible attitude to their wor</li> </ul>	•	A/I/T/C
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