

Odstock Medical Ltd.		
<b>Title:</b>	<b>Roles and Responsibilities for Patient Support Supervisor</b>	<b>CO-52</b>
<b>Document No:</b>	<b>RR-Patient Support Supervisor</b>	<b>Revision</b>

**Role Title:** Patient Support Supervisor  
**Location:** Odstock Medical Ltd, Laing Building, Salisbury District Hospital SP2 8BJ (or hybrid).  
**Hours:** Full time (37.5 hours) Part time may be considered.  
**Salary:** £24,300 - £24,500 p.a (depending on experience)  
**Annual Leave:** 24 days per annum (plus Bank Holidays)

### 1. Job purpose:

We are looking to recruit a Patient Support Supervisor to effectively manage OML's patient population at the National FES Centre in Salisbury.

#### Scope of the role:

Provide effective Administration support to the Clinical Operations Manager and Clinical Operations Team. Undertake finance and other OML Admin duties as required.

### 2. Duties and responsibilities:

- Provide effective support to the Clinical Operations Manager.
- Provide first point of contact for patient enquiries from both new and existing OML patients. Advise and guide patients through the OML treatment pathway, funding options, resolve queries and if necessary, pass to relevant department or alternative FES service provider.
- Oversee and manage clinical activity at the Glanville Centre. Ensure patient referral process, recall and appointment booking, discharge & transfer procedures are followed for patients seen in Glanville centre.
- Ensure patient funding renewals are dealt with in a timely manner
- Line manage and Co-ordinate Clinical Operations administrators.
- Process clinic reports to patients and associated healthcare professionals
- Support activities of other Department Co-ordinators in delivery of OML patient experience, best practice and future improvement projects.
- Assist with management of FES clinician training courses.
- Operate and make recommendations to improve existing IT systems, databases and workflows.
- Run a variety of reports and present data effectively, including, appointments, patient finances and forecasting.
- Communicate OML treatment options to external Healthcare professionals.
- Work closely with and provide assistance to the Finance Department.
- Provide support for marketing initiatives.

### 3. Qualifications

#### Essential:

- Previous staff supervision experience.

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- Proficient in Microsoft Office applications.
- Structured approach with strong attention to detail.
- Excellent communication and interpersonal skills.
- Proactive approach to leading change.
- Flexibility and effective team working.
- Efficient planner.
- Resilient and persistent in achieving objectives.
- Ability to prioritise multiple workstreams.
- Able to establish strong internal and external communications.
- Able to maintain high professional standards.
- Strong influencing skills.
- Ability to travel with occasional overnight stays.
- Full driving licence.

**Desirable:**

- Minimum of 5 years Administration experience.
- Experience in processing financial transactions.
- Experience in a medical or patient focussed organisation.

**Communication and working relationships:**

Liaise across the Team maintaining effective working relationships with clinical and non-clinical staff at all levels. Provide support to the Finance Team when required. Liaise effectively with Outreach Clinicians and course attendees.

**4. Working conditions**

Ability to travel with overnight stays.

**5. Physical requirements**

N/A.