

HFR-3004
Job Description
RHT Co-ordinator

Cover Page

Job Title: RHT Care Coordinator

This job description and specification is provided to assist the Hilton Partner to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to grade of post. Full training will be provided to each Hilton partner to carry out the variety of tasks.

Accountability: To the Office Manager

Aims:

To assist in the delivery of high quality Hilton Services within the office in a competent and professional manner.

To ensure the smooth running, accurate reporting and day to day operational efficiency of Hilton services.

Duties and main responsibilities:

1. Responsible for delivering high quality customer care within the office by;
Ensuring phones are answered within 3 rings and emails are checked constantly.
Visitors to the office are treated with respect.
2. Responsible for ensuring that all personal information, including contact details for patients or partners are not given to unauthorised people over the phone or in person, unless permission has been granted or there is an emergency.
3. Responsible for ensuring the coordination of patients to partners/teams is managed and communicated efficiently using the IT software system thus guaranteeing continuity of care for patients, ensuring that patients and partners are informed of all changes and that all information entered on relevant IT software is accurate, kept up to date and ready for invoicing and payroll and communications. All input regarding patient data on all systems must be up to date at the end of each shift.
4. Attend relevant training to ensure standards are kept and employee development encouraged.
5. Help management perform Quality Monitoring, in particular taking responsibility for ensuring every patient or patient representative has completed a feedback form within 2

days of service ending, and that this information is inputted and recorded accurately on receipt.

6. To assist the Regional Service Manager to prepare office for inspections by CQC or others.
7. Taking on new referrals, always reading with care and attention each referral form and then following internal processes for delivery start.
8. Keep all filing up to-date.
9. Make sure of good communication throughout the office, to other branches and external agencies.
10. Logging of all communications on IT system, including transfer of any emails to patient communication sheet.
11. Attend any relevant internal or external meetings, liaise with others when necessary.
12. Responsible for informing and working with the Regional Service Manager or Registered Manager on any complaints, safeguarding issues, concerns, grievances raised by patients, partners or others, ensuring they are dealt with appropriately.
13. Work within and promote the companies policies & procedures.
14. Work with the Assessors and Personal Nursing Assistants to ensure we deliver a high quality person centred service, making sure all necessary paperwork is passed to them on time to allow them to complete all new assessments, support plans and to undertake their own roles.
15. That the company QA process is followed.
16. Ensure before the end of each shift all patients are accounted for, that night PNA work load is manageable and has been communicated and that phones are diverted to the correct night PNA.
17. Pass on any complaints, concerns, or grievances raised by patients and partners to the Regional Service Manager.
18. Take minutes or sit in meetings as requested by Management.
19. Ensuring that the security of the office and its contents are paramount at all times.

20. To assist the business growth, maintain Hilton Model and Hilton Standards and nurture good relationships.
21. To motivate others and encourage good working practises.
22. To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this role.

Matters concerning patients and their affairs are confidential and details should not be transmitted outside of current practice in any way without the express permission of the Regional Service Manager or Directors. The exception to this is when relevant details may be given to persons who require information in the course of their duties e.g. Doctors, Ambulance Personal, Hospital Staff and Social Services Officers.