



NIGHTINGALE HOSPITAL
LONDON

FLORENCE
NIGHTINGALE

Join our team and make a

difference

Outpatient Referrals Coordinator

Outpatient Referrals Coordinator

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Therapy

Salary: £23,000 to £30,000 p.a dependent on experience, plus £2,500 London Allowance p.a

Working hours: 37.5 hours

Closing date: Open advert

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Outpatient Referrals Coordinator

The purpose of the Outpatient Referrals Coordinator is to work in conjunction with the Outpatient Business Manager in managing outpatient therapy referrals.

Position in organisation

- Reports to the Outpatient Business Manager with overall management from the Therapy Services Manager.
- Liaison at all levels with Therapy Services, Patient Services, Consultant Psychiatrist and all multidisciplinary team members.

Key tasks/Scope of the role

1. Main Duties
2. General Administration
3. Quality & Communication
4. Training and Development
5. Health and Safety
6. Clinical Governance
7. Assisting the wider Therapy Services
8. Other

1. Main Duties

- 1.1 Your main role is to respond, assess and allocate outpatient therapy referrals and enquiries, alongside the Outpatient Business Manager. This includes triaging and risk assessing referrals as necessary.
- 1.2 You will be the a point of contact for all sessional therapists with issues surrounding referrals, patients or therapy, and will escalate queries when required
- 1.3 Responsibility for all outpatient therapy referrals, working closely with the Outpatient Business Manager.
- 1.4 When required, consult with Outpatient Business Manager, regarding referral queries
- 1.5 Continuing to liaise closely with consultant psychiatrists and other referrers regarding referrals for outpatient individual therapy
- 1.6 Update the referrals database with relevant information
- 1.7 Rotation of Reception duties for Bell Street, Therapy Centre
- 1.8 Meet with New Consultants/Therapists to explain the Referrals process currently in use

2. General Administration

- 2.1 Liaise with the Outpatient Business Manager on any issues regarding delays to the allocation of referrals
- 2.2 Coordinate with the Outpatient Services Team regarding enquiries when needed
- 2.3 In the absence of the Outpatient Business Manager due to sickness or annual leave, take on any outpatient administrative duties

3. Quality & Communication

- 3.1 Demonstrate knowledge and understanding of Nightingale Hospital values
- 3.2 Complete all documentation in accordance with the guidelines of Nightingale Hospital
- 3.3 Complete all admin duties within in a timely and professional manner highlighting any difficulties to the Outpatient Business manager
- 3.4 Adhere to the Hospitals strict confidentiality policy at all times
- 3.5 To participate in any quality/data audits as requested by the Hospital
- 3.6 Maintain a high level of verbal and written communication within the scope of the position
- 3.7 Demonstrate a polite and approachable manner when dealing with patients, their families and colleagues
- 3.8 Liaise with external Health Care professionals providing treatment for patients of Nightingale Hospital
- 3.9 Demonstrate discretion when dealing with VIP or high profile patients of the Hospital

4. Training and Development

- 4.1 Completion of all mandatory training, including e-learning and Breakaway training
- 4.2 Regular performance reviews with line manager and annual appraisal
- 4.3 Identification of any skill deficits which will require some training and support

5. Health and Safety

- 5.1 Report any health and safety issues or concerns to the line manager that impacts on the immediate work environment or patient areas
- 5.2 Be aware of any health and safety policies and procedures relating to the job and use of equipment
- 5.3 Be aware of the fire procedure relating to the area and carry the fire alarm key when on duty

6. Clinical Governance

- 6.1 To be aware of and practice in accordance with Care Quality Commission outcomes

- 6.2 To communicate appropriately with all patients, young persons and vulnerable adults and ensure a safe environment is maintained at all times

7. Assisting and covering the wider Therapy Services

- 7.1 To carry out a range of administrative duties in order to support the operational management of the therapy services.
- 7.2 You may be asked to cover inpatient therapy referrals in the absence of the Therapy Services Administrator.
- 7.3 Provide ad-hoc cover for Receptionist at Bell Street, Therapy Centre
- 7.4 Assisting the Therapy Outpatient Business Manager as well as any other therapy leads with administrative support as required.

8. Other

- 8.1 To recognise the importance of customer care and present a positive, courteous and helpful attitude when dealing with users of the Hospital's services.
- 8.2 To carry out any other functions within capabilities as requested by senior staff.
- 8.3 To present a professional and efficient image at all times.
- 8.4 To be responsible for reading, understanding and complying with all relevant policies and procedures.
- 8.5 To undertake additional duties, as and when required, as directed by your line manager.

Who we're looking for

	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> ✓ GCSE or equivalent ✓ Psychology degree 	<ul style="list-style-type: none"> • Postgraduate degree in relevant area
Work experience	<ul style="list-style-type: none"> ✓ Experience with an administrative role ✓ Experience working within a mental health environment 	
Skills, knowledge and aptitude	<ul style="list-style-type: none"> ✓ Strong & confident communication skills ✓ Ability to multi-task ✓ Excellent IT skills and knowledge of Microsoft Office ✓ Attention to detail ✓ Ability to use initiative ✓ Ability to work independently as well as in a team 	
Impact on others	<ul style="list-style-type: none"> ✓ Confident decision maker with an ability to accept positive criticism ✓ Ability to present self in a confident manner ✓ Awareness of effect of self on others ✓ Awareness of and ability to address customer satisfaction needs 	
Requirements	<ul style="list-style-type: none"> ✓ Good time-keeping skills ✓ Ability to work well under pressure ✓ Ability to work flexibly to meet the needs of the business ✓ Ability to undertake all mandatory training 	

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays*
- A, 'refer a nurse scheme' paying £2000 per successful recruit *
- Opportunities for continuous professional development (CPD) and training
- Generous Company pension scheme with **The People's Pension**
- 100% of NMC registration renewal paid (subject to meeting the criteria)
- Generous Company sick pay*
- Annual staff bonus (discretionary)
- Interest Free Travel Loan scheme *
- Free life assurance cover (4 x salary)
- On-site restaurant with subsidised staff meals at breakfast, lunch and dinner
- Employee Assistance Programme
- Access to **Perkbox** Medical, which provides 24 hour access to a private GP service
- An extensive **Perkbox** staff benefits package, offering a comprehensive range of discounts and access to well-being apps
- Annual birthday gift
- Free eye tests and contribution towards the cost of glasses (if required)
- Long service recognition*
- Enhanced maternity/paternity pay*
- Long-term disability insurance*

Subjects to T's & C's

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by providing training, support and advice. The hospital has a safeguarding lead who can be contacted for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any

public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.

I confirm that I agree to the details of this job description as outlined above:

Full name:

Date:

Signed: