

JOB DESCRIPTION

Post: Overseas Visitors Team Supervisor.

Band: 5.

Division: Trust Services.

Department: Chief Operating Officer's Team.

Responsible to: Manager.

Responsible for: Overseas Visitors Team.

Job purpose.

This is a key role in the maintenance and effective delivery of daily operations of the Overseas Visitors Team, supporting the Trust in the delivery of its obligations as provided in the Overseas Visitor Charging Regulations, legislation and Trust policies and procedures.

Having access to various information sources the Overseas Visitors Team, which follows a 7 day a week rota, offers a Trust-wide eligibility checking and notification service. Undertaking remote investigations, as well as face to face interviews, the team establish an individual's right to access free treatment and advise clinicians and the patient as to that status thereby influencing the admission decision. Where treatment has been received and the patient is subject to charging they arrange for the coding and pricing of such and raise invoicing instructions to finance colleagues. When treatment is sought and the patient is not entitled to free NHS hospital treatment advance payment is required - when received the Overseas Visitors Team are responsible for the accurate recording of all financial transactions in line with Trust policies, and of advising the clinical teams as appropriate. The team use electronic systems and assist external partners by providing information to the Home Office and the Summary Care Record.

The post holder is responsible for:

- The day to day running of the Overseas Visitors Team functions, meeting key performance measures and supporting service development within that team. The role includes collating and producing regular performance reports.
- Building and maintaining relationships with Trust-wide stakeholders, ensuring patient-focused services are supported.
- General staff management functions – annual leave, staff appraisal sickness management etc,

The post holder will be required to work to a shift pattern including weekends.

The post holder is expected to have significant knowledge of the Overseas Visitors NHS Hospital Charging regulations.

Main duties and responsibilities:

Communication:

Excellent communication skills both written and verbal, which serve to:

- Build, maintain and promote positive working relationships with patients, their representatives, colleagues across the Trust and stakeholders outside of the organisation with regards to the functions of the Overseas Visitors Team.
- Ensure legislation and agreed quality measures are consistently met and that the service operates effectively and efficiently for all involved. This will require a range of diplomacy, motivational and negotiating skills alongside robustness and self-confidence.
- Aid the interpretation and communication of complex and/or sensitive information in a matter which is easily understood by the audience.
- To ensure that all staff are well informed of Trust, Divisional and local issues and have an opportunity to contribute ideas by applying Trust communication policies and developing local strategies.

Organisation and Planning:

To regularly review work flow and process to ensure the delivery of efficient and quality working practices, updating such as required.

Factor in time offline for Team Briefings, training and planning of any other offline activity.

Service Development and Research:

To regularly formulate, produce and present reports and recommendations for service development and performance improvement to the Non NHS Patient IncomeManager, carrying out benchmarking as required.

To participate in regional and national networking events such as the Overseas Visitors Advice Group (OsVAG).

Finance and Resources:

To support the budget manager (Non NHS Patient Income Manager) to oversee the budget for the Overseas Visitors Team salary and non-pay cost centre and to have delegated authority for signing off Admin and Clerical bank and agency timesheets.

To ensure the prompt ordering and receipting of departmental supplies as needed.

To safeguard Trust finances by ensuring the timely identification of Overseas Visitors, wherever possible ahead of treatment being provided and by ensuring the timely completion of the teams administration functions.

To ensure that the Overseas Visitors Team work in line with the Trusts Standard Financial Instructions.

Leadership and Management:

To act as point of contact for the trust in reference to the day to day management and performance of the Overseas Visitors Team.

To provide management support and leadership to the Overseas Visitors Team ensuring:

- appraisal and statutory and mandatory training compliance, carrying out training where required;
- annual, sickness and other leave arrangements are monitored and reported on in a timely fashion;
- monthly 1:1s with team members to support individual development are carried out;
- ability to act as a role model for the team by maintaining own operational competence through regularly undertaking the duties of those under their management and demonstrating behaviours that reflect Trust values;
- flexibility to provide support at peaks times and periods of staff sickness.

To optimise team performance by ensuring all team members are competent and motivated and working effectively in line with Trust standards and policies, and Overseas Visitors Team Standard Operating Procedures (SOPs) and Quality Standards.

To delegate tasks appropriately to team members, to encourage their personal development and ensure effective use of departmental time, particularly during periods with low demand.

To support recruitment of staff including input to the development of job descriptions, personal specifications, adverts and documentation required for submission to Divisional Vacancy Control Panel (VCP). To participate in recruitment panels when required.

Information Resources:

Developing and maintain key department documents including SOPs and Risk Assessments.

Help with maintaining Trust appointment related electronic systems, understanding and guiding team members in their use, and liaising with internal and external support services to ensure efficient functioning.

To identify and escalate any untoward technological or other service effecting issues to appropriate colleagues and support frontline staff in the event of unexpected software or other system failure.

Other:

- To receive, investigate and respond to complaints where appropriate from patients and colleagues. Process them within relevant deadlines, responding with tact and sensitivity.
- Expectation to maintain confidentiality and discretion and comply with the terms of the Data Protection Act and local Trust policies at all times.
- Requirement to undertake any other suitable duties delegated that are within the post holder's competence.
- The post follows a 3 week rolling rotation which includes working one weekend

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
-

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of

management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace Health and Wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Job Description completed/reviewed by:

Managers name: **Roger Spours-Bayliff**

Date: **09 April 2018**

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Overseas Visitors Team Supervisor

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Educated to degree level or equivalent qualification and experience	✓		A
Q2	Evidence of continuing professional development	✓		A
Q3	NHS OSV Training ambassador		✓	A
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	People Management – appraisals, poor performance, sickness management recruitment	✓		
E2	Managing self and teams to meet deadlines and changing priorities	✓		
E3	Experience of managing performance targets	✓		
E4	Experience and proven ability in supporting organisational/service change	✓		
E5	Experience in report writing		✓	
E6	Previous relevant NHS experience in a supervisory position		✓	
E7	Previous experience of eligibility checking processes		✓	
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Effective communication, influencing	✓		

	and negotiating skills, both written and verbal			
S2	Able to coach, motivate and develop others			
S3	Able to be empathetic, support and empower others	✓		
S4	IT literate and able to learn new systems quickly	✓		
S5	Strong organisational skills and confident attitude with ability to work under pressure	✓		
S6	Proven ability to work under own initiative and with flexibility to respond to change and achieve results	✓		
S7	Resilience and ability to deal with difficult situations	✓		
S8	Proven ability to analyse data, identify issues and recommend solutions	✓		
S9	Knowledge of service improvement techniques		✓	
S10	Credible with staff at all levels		✓	
Behaviours and Values		Essential	Desirable	To be Evidenced by*
B1	Respecting Everyone	✓		I
B2	Embracing Change	✓		I
B3	Recognising Success	✓		I
B4	Working Together	✓		I
Public Sector Language Competency				
	Be able to speak fluent English to an appropriate standard.	✓		I

*
A = Application Form
I = Interview
P = Presentation
T = Test

JOB DESCRIPTION

Job Title:	Non NHS Patient Income Manager
Reports to:	Associate Director of Operations / Deputy Chief Operating Officer
Accountable to:	Chief Operating Officer
Banding:	8a

Job purpose

The post holder is responsible for the effective Trust wide management of both private patient and overseas visitor processes, including managing income streams. The Non NHS Patient Income Manager will lead the development of all policies and processes and ensure they are effective, up to date and implemented consistently within all the Clinical Divisions to ensure the Trust is compliant with all relevant legislation.

The post holder will be expected to provide clear direction, including training to appropriate staff on the management of overseas visitors and support to staff caring for this increasing number of patients.

Main duties and responsibilities

Strategic

- To develop a Trust wide strategy for improving non NHS patient income which covers the patient journey from identification that a non NHS charge is needed through to collection of income
- To develop, implement and manage the private and overseas patient policies as per Department of Health and Trust requirements, ensuring all legal and statutory issues are evidenced and implemented.
- Identify appropriate systems for monitoring patient satisfaction for overseas and private patients.
- To develop business plans with Divisions for the future development of private patient services across Trust.
- To be the source of expert advice for queries regarding overseas patient charging negotiations and private patient management processes.

Operational

- To develop robust trust processes and documentation, ensuring all relevant staff clearly understand the processes and policies relating to overseas visitors and private patients by providing appropriate training sessions.
- To ensure all key staff, including Consultants, senior nurses and management staff are aware of their roles and responsibilities in delivering private care in an NHS Trust.
- To ensure all key staff, including Consultants, senior nurses and management staff are aware of their roles and responsibilities in identifying overseas visitors receiving care in an NHS Trust.
- To prepare and present complex performance reports and briefing papers to key Trust meetings as required, including Divisional meetings, Trust Board, Senior Leadership Team and Service Delivery Group.
- To support Divisions in implementing statutory regulations on the identification,

management and charging of overseas visitors who are ineligible for non-chargeable NHS treatment.

- To establish effective communication systems to ensure that Trust staff are informed of developments within the overseas visitors and private patient service
- Provide professional line management to Private and Overseas Patient Officers responsible for the administration of overseas visitors and private patient services.
- Take the lead responsibility for the Trust wide management of patient complaints, clinical incident investigation and other complex issues relating to private patients and overseas visitors.
- To be the Trust lead for private patient management, attending external meetings as required and being the named contact for external bodies.

Financial

- To agree and implement the Trust private patient and overseas visitor tariff, as a minimum on an annual basis collecting information from other Trusts and private providers used to interpret and support decision making around the setting of the tariff. Undertakes benchmarking and surveys to assess comparability with market place.
- Identify any challenges with payment recovery and identify options for management of recovery. Ensure appropriate deposits are taken and charges are recovered.
- Manage the budget and hold responsibility for same on behalf of Chief Operating Officer
- Working with the Finance Department, ensure private procedures are correctly priced and charged.

Management

- To ensure compliance with all regulatory issues and effective governance arrangements relating to overseas visitors and private patients are in place across the Trust
- To work with colleagues in IM&T to ensure an effective Trust wide IT infrastructure for the coordination and monitoring of overseas visitor and private patient services across the Trust, which are reported appropriately to the relevant Trust meetings and external agencies.
- Develop links with external agencies such as Healthcare insurers to support the delivery of private patient income and develop close working relationship with other Trust services such as interpreting services and the Finance Department.
- Where possible meet patients and discuss payment options prior to admission, ensuring sensitivity and barriers to are removed to support patients and their families in accessing the appropriate health system.
- Be the first point of contact within the Trust for liaison with the Home Office and Immigration, and healthcare insurers as appropriate
- Manage and work with a small team and ensure personal development and individual objectives are kept up to date.
- Identify team and personal development needs and discuss and agree options for addressing development
- Deliver service improvements across the Trust to support improved management and controls in the area of private patients and overseas income.

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures

that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Job Description completed/reviewed by:

Managers name: Alison Grooms

Date: 26th January 2016

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Non NHS Patient Income Manager

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Graduate level education or equivalent	✓		A
Q2	Specialist healthcare knowledge acquired through postgraduate diploma / masters or equivalent experience or training	✓		A/I
Q3	Evidence of Continuing Professional Development	✓		A/I
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Substantial management and/or administrative experience at operational level, involving evidence of ability to meet targets, achieve service performance improvements	✓		P/I
E2	Significant experience of managing and facilitating others to achieve change and results	✓		P/I
E3	Evidence of successful working with teams, including clinical and non-clinical staff	✓		P/I
E4	Experience of managing and understanding finance and budgets	✓		P/I
E5	Strong understanding of the modernisation agenda and performance requirements in the health service		✓	I
E6	Experience of partnership and collaborative working		✓	I
E7	Experience of project management to post graduate diploma level or equivalent		✓	P/I
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Able to write and implement Trust wide strategies, policies and procedures	✓		I
S2	Able to set and meet recording procedures and apply measures to track and quantify achievement	✓		I
S3	Ability to plan and deliver appropriate training for a variety of staff including clinical and non-clinical		✓	I

S4	Ability to develop Trust wide strategies relating to patients	✓		P/I
S5	Must be familiar with appropriate legislation pertinent to the management of overseas and private paying patients		✓	I
S6	Able to make sense of highly complex information, including financial performance data and plan appropriately and convey the way forward in an articulate manner	✓		I
S7	Practical, action orientated approach to issues, whilst maintaining strategic focus	✓		I
S8	Standard keyboard skills	✓		A/P/I
Aptitudes		Essential	Desirable	To be evidenced by*
P1	Enjoys challenge. Demonstrate resilience in managing complex and competing priorities to demanding and strict deadlines	✓		I
P2	Strong drive and motivation to improve performance, responsiveness and overall service improvement	✓		I
P3	Must be able to produce complex reports including analysing financial data in order to meet Trust reporting deadlines	✓		A/I
P4	Ability to motivate others, lead a small team of staff to improve processes and controls and resolve conflicts	✓		I
Behaviours and Values		Essential	Desirable	To be Evidenced by*
B1 – Respecting Everyone		✓		I
B2 – Embracing Change		✓		I
B3 – Recognising Success		✓		I
B4 – Working Together		✓		I

*
A = Application Form
I = Interview
P = Presentation
T = Test

JOB DESCRIPTION

Post: Overseas Visitors Officer

Band: TBC

Location: Chief Operating Officers Team
Trustwide

Accountable to: Non NHS Patient Income Manager

Responsible for:

Job purpose

The post holder will be part of the team responsible for supporting the Trust in the delivery of its obligations as provided in the Overseas Visitor NHS Hospital Charging Regulations, legislation and Trust policies and procedures.

Having access to various information sources the post holder will undertake remote investigations, and will be required to interview Overseas Visitors / and or their representatives face to face, engaging the use of an interpretation service as appropriate.

Through liaising with internal colleagues and external agencies the post holder will establish a patient's liability for charging in line with any such regulations / policies in force at the time, doing so in a fair and consistent manner. The level of charging will be established and the post holder will ensure that the Trust finance department are advised of any monies due. Where deposits are paid the Overseas Visitors Officer will be responsible for accurate recording of all financial transactions in line with Trust policies.

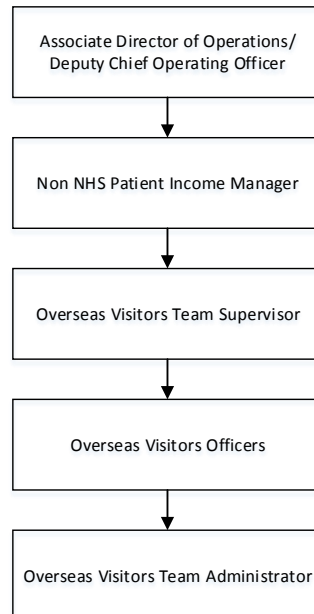
In conjunction with the above the post holder will, by the means listed above, establish an Overseas Visitors right to access treatment and advise clinicians as to that status thereby influencing the admission decision.

Main duties and responsibilities

- Provide a consistent and knowledgeable contact point, answering queries, giving advice and providing information to other departments and to external organisations where necessary.
- Access various information sources, including but not limited to Internally produced activity reports, the Summary Care Record, the Trusts Patient Administration System, the Home Office Evidence & Enquiry Service, the Department for Work and Pensions to remotely investigate a patient's Overseas Visitors Status.
- Conduct face to face interviews with patients and/or their representatives, responding to emotionally heightened situations calmly, sensitively and robustly
- Engage the services of an interpreter where appropriate.
- Collate identity and residency documentation.

- Establish the charging category of the Overseas Visitor
- Advise relevant, authorised, interested parties of the outcome of status investigations.
- Liaise with clinical and other colleagues to establish if treatment is to be continued.
- Complete and record the relevant paperwork: Undertaking to pay form (UTP), Treatment Advice Form (TAF) etc.
- To ensure medical and nursing staff are made aware when an overseas visitor is identified as chargeable.
- Using the HRG codes and by applying them against the National tariffs (and then multiplying out where appropriate) calculate the value of Overseas Visitors invoices
- Through liaising with the Divisional Finance Manager (or their assistant) where appropriate provide information to allow the calculation of the value of Overseas Visitors invoices
- Where appropriate Obtain copies of EHIC cards and send to contract income.
- Advise relevant interested parties of the outcome including through the medium of the Income Due Advice (IDA) system to advise Treasury Management, to raise an invoice.
- Where possible obtain full payment / deposit in advance and register the payment in line with the Trusts financial protocols
- Take payments via card, cash or cheque.
- Register any outstanding debts on the relevant Home Office database.
- Liaise with Trust colleagues so that the patient journey is traced from identification to payment / written off
- Record all Overseas Visitors activity on the relevant database.
- Update the appropriate databases and / or portals.
- To always act in a professional and courteous manner, adhering to Trust Values and policies
- Participate in the development and delivery of training programmes for staff to support the management of overseas visitors.
- Build and maintain positive relationships with all stakeholders including similar role post holders at other Trusts
- Undertake other reasonable duties as directed, commensurate with the role and banding. The post holder is expected to work flexibly to provide annual leave and sickness cover for other team members.
- At all times work in a non-discriminatory fashion to ensure quality, equitability and consistency within the department.
- To maintain knowledge and training to a suitable level and through validation / qualification where appropriate.
- To have a thorough understanding of the Overseas Visitor Charging Regulations 2015 or any other such convention as directed by the Department of Health.
- To have a thorough understanding of the Trust policies and procedures specifically in relation to Overseas Visitors and financial processes.
- To maintain mandatory training at the required level.
- Undertake relevant additional training commensurate with the post.
- To participate in the development of internal processes, protocols and systems of work.
- To follow process and protocols as prescribed.
- To ensure that work schedules are followed.
- To work under minimal supervision to with the freedom to make decision based on the balance of probability

- **Structure**



General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do

- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
-

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
 - Disclose information appropriately, in line with the Data Protection Act 1998.
 - To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
 - Always trace patient notes on the Patient Administration System
 - Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.
-

Job Description completed/reviewed by:**Managers name: Roger Spours-Bayliff****Date: 10/02/2017**

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Overseas Visitors Officer

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Educated to A Level with 2 or more passes at grade C or above (or similar experience)	✓		A
Q2	NHS OSV Training ambassador		✓	A
Q3	Customer service qualification		✓	A
Q4	Qualified to NVQ level 4 (or similar experience)	✓		A
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Experience of working in a small team		✓	A,I
E2	Extensive knowledge of the Overseas Visitors Charging Regulations 2015	✓		A,I,P
E3	Experience of working within the NHS or similar large scale, complex organisation		✓	A,I
E4	Experience of data entry into a variety of electronic systems	✓		A,I
E5	Awareness of Visa Regulations		✓	A,I
E6	Knowledge of the current NHS agenda and challenges		✓	A,I,P
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Effective, open, diplomatic yet robust communication style able to demonstrate efficacy at a variety of levels across a range of mediums: verbal, reporting and presentation in situations which can be antagonistic and emotive	✓		A,I,P
S2	Able to work under pressure, meeting tight deadlines whilst delivering high decisions which can frequently involve the interpretation of regulations, rules and evidence on a case by case basis	✓		A,I

S3	Together with the ability to proficiently use customary IT systems, including Microsoft packages such as Word Excel and Outlook, the knowledge & experience of data entry on to Patient Administration Systems or similar	✓	A,P
S4	Ability to gain the trust, respect and confidence of colleagues and third parties, with behaviours that exemplify the Trust values	✓	A,I,P
S5	Able to work with integrity and diligence as part of a committed and motivated team with a self-motivated, flexible and enthusiastic approach, willing to take personal responsibility for workload and output	✓	A,I,P
S6	Ability to deal with interruptions when concentrating on complex issues together with the requirement to concentrate for long periods	✓	A,I
S7	Able to act without direct management as work is supervised not managed, making decisions based on the balance of probability for which experience, knowledge and discretion is applied	✓	A,I

Behaviours and Values

	Essential	Desirable	To be Evidenced by*
B1 – Respecting Everyone	✓		I
B2 – Embracing Change	✓		I
B3 – Recognising Success	✓		I
B4 – Working Together	✓		I

Public Sector Language Competency

Be able to speak fluent English to an appropriate standard.	✓		I
---	---	--	---

*
A = Application Form
I = Interview
P = Presentation
T = Test