

JOB DESCRIPTION

Job Title: Client Liaison Officer		Reports to: Clinic Co-ordinator
Job Purpose		
<p>The post holder will work to provide the highest standards of Client care and perform competencies as required as a Receptionist/ Administrator. Delivering a supportive and non-judgemental service to Clients and their supporters attending the NUPAS Manchester. Co-ordinating the client pathway throughout the client's time during the clinic.</p>		
Main Duties and Responsibilities		
Area of Work	Responsibility	Result Required
Service Delivery	<p>Deliver a consistent, Client centred, caring, confidential and professional reception and administration service.</p> <p>To enable the smooth running of a Client focused service.</p> <p>Ensure all Client case notes are processed in a consistent and timely fashion in line with monthly invoicing requirements.</p> <p>Treat all Clients with dignity and respect and maintain strict Client confidentiality.</p> <p>Liaise with clinical and medical staff regarding Client and medical queries.</p> <p>Co-ordinate client treatment pathway throughout time in the clinic</p> <p>Chaperone ultrasound scanning process when required.</p> <p>Co-ordinate and facilitate the delivery of client prescriptions and legal documents.</p>	<p>Client and Service needs are met.</p> <p>Provision of efficient administrative services.</p> <p>Robust administration process.</p> <p>Provision of a supportive, secure and non-judgemental service.</p> <p>Provision of an appropriate and safe service to Clients.</p> <p>Ensure patient pathway is smooth and problem free</p> <p>Chaperone doctors and TV scans to facilitate treatment.</p> <p>Complete a number of legal documents in a timely process upon patient arrival.</p>

Administration	Prepare and complete Client notes	<p>Robust process for the preparation of client case notes, including legal documentation.</p> <p>Accurate, complete and legible documents.</p> <p>Ensure all notes are prepared and ready for consultation and for treatment to proceed on the patient arrival.</p> <p>Accurate and timely completion of data input whilst on reception</p> <p>Robust and consistent approach, ensuring all client data in relation to their clinic appointment and/or subsequent treatment is accurately recorded on the database.</p> <p>Where appropriate, ensure a formal discharge letter is sent to the clients GP.</p> <p>Input chlamydia testing results, CBS reference numbers, post operative treatment checks and completion of legal documentation</p> <p>Thoroughly check details of discharge letters before sending to GP.</p> <p>Maintain timely and accurate filing system.</p> <p>Accurate record keeping of all daily client activity.</p>
	Cyber Administrator Duties	Comply with company processes to

	<p>Referrals to external providers or NHS Hospitals</p> <p>Undertake cashiering duties</p>	<p>ensure correct receipt of couriered prescriptions and paperwork.</p> <p>Liaise with other NUPAS clinics to ensure correct receipt and delivery of paperwork.</p> <p>Liaise with doctors to achieve timely completion of paperwork.</p> <p>Liaise with courier service to ensure delivery of paperwork.</p> <p>Use of Post Office services to deliver paperwork to London clinics.</p> <p>Where required refer a client to a external provider or NHS hospital. Ensuring the client is contacted and made aware that the referral has been completed.</p> <p>Keeping an accurate record of payments and secure banking in accordance with company procedures</p>
<p>Health and Safety</p>	<p>Undertake duties in accordance with safe working practices relating to COSHH.</p> <p>Maintain effective infection control procedures.</p> <p>Ensure hazardous waste is disposed of in accordance with Company procedures.</p> <p>Handle blood samples in accordance with safe working practices.</p> <p>Carry out duties in accordance with Health and Safety policy.</p>	<p>Compliance with protective clothing requirements.</p> <p>Minimise risks to self, Clients and staff.</p> <p>Protect health, safety and welfare of self, staff and Clients.</p> <p>Comply with safe working practices.</p> <p>Compliance with Health and Safety Policy.</p>

<p>Confidentiality</p>	<p>Client and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998 and will adhere to the Clinic Confidentiality Policy and Procedure.</p> <p>To comply with the requirements of the NUPAS Information Governance Policy and adhere to the standards and procedures laid out therein.</p>	<p>Ensure confidentiality in accordance with policies and procedures.</p> <p>Ensure confidentiality in accordance with policies and procedures.</p>
<p>General</p>	<p>Support a woman's right to request an abortion.</p> <p>Undertake any other duties and responsibilities commensurate with the level and responsibilities of the post.</p> <p>Work in harmony with all other personnel and to communicate in an open and courteous manner with Clients and colleagues.</p> <p>Undertake any training necessary to fulfil duties and responsibilities.</p> <p>Employees must not make unauthorised copies or disclose confidential or commercially sensitive company information to unauthorised parties.</p> <p>Employees are required to use the email and internet systems responsibly and to exercise a high level of caution when transmitting confidential information.</p> <p>Employees are expected to observe the highest standards of personal and professional behaviour such that clients, fellow workers and others have confidence in their integrity.</p> <p>Employees are expected to show respect, sensitivity and courtesy to all those they come into contact with</p>	<p>Non judgement attitude.</p> <p>Delivery of maximum efficiency and effectiveness.</p> <p>Promotion of a supportive and friendly working environment.</p> <p>Continuous development to meet business needs.</p>

	<p>during the course of their work.</p> <p>All employees must observe all safety rules and follow safe working practices.</p> <p>Under the Health Act 2006, all enclosed or substantially enclosed workplaces and company vehicles must be smoke-free. To help to create a healthy and safe working environment and protect employees and clients from the effects of ill health associated with smoking and passive smoking, all company land and buildings and company vehicles will be designated smoke-free.</p> <p>The company does not accept responsibility for personal property brought on to the company's premises. Articles lost or found on company premises should be reported to a line manager. Cars are parked on the company's property at your risk.</p> <p>All company employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration at all times.</p> <p>All staff have a responsibility to understand and adhere to the requirements of company policy and protocols when dealing with Children, Young People and Vulnerable Adults. All employees must share the company's commitment to protect, safeguard and promote the welfare of children, young people and vulnerable adults.</p> <p>All staff have a responsibility to ensure full compliance with Information Governance at all times which includes data protection, confidentiality and information security. Staff need to understand and make themselves fully aware of all company policies and</p>	
--	---	--

	procedures related to information governance.	
JOB DESCRIPTION		
	Signature	Date
Employee		
Manager		