

JOB DESCRIPTION

Designation:Inpatient Team Leader

Name:	
Section/Department:	Customer Service
Reporting to:	Inpatient Head Unit / CS Manager
Responsible for/Reporting Staff:	

Purpose and Scope of the Job

Manages and leads a team of reception staff. Communicates company goals, safety practices, and deadlines to team. Motivates team members and assesses performance. Provides help to management, including hiring and training, and keeps management updated on team performance. Communicates concerns and policies among management and team members. Leading and developing a group of staff or volunteers, ensuring that the service offered to customers is delivered in accordance with their preferences and needs.

Main Duties and Responsibilities/Performance Standards

1	Creates an inspires team environment with an open communication culture
2	Sets clear team goals
3	Monitors team performance and report it to head of unit
4	Covers the crowded areas which are located in his certain area
5	Makes sure that staff are follow the sequences of service.
6	Motivates team members.
7	Teaches and trains team members on various customer service strategies and new process.
8	Assists supervisors for new team member training
9	Keeps his/her eyes on the waiting patients to make sure that there is no issues allow patients to complaint.
10	Hands over the main issues on the spot to direct supervisor.
11	Facilitates issues for any unsatisfied patients
12	Observes doctors duty roster and report if any gap or less coverage
13	Acts as the key counselor for patients and families regarding financial issues such as insurance , edibility for assistance and verify insurance coverage with insurance companies
14	Ensures clinic appointment in collaboration with the Nursing Unit based on patient preference , condition and diagnosis
15	Ensures safety standards (occupational and patient safety) and HR best practices are complied.
16	Performs miscellaneous job-related duties as assigned by the Direct Reporting Authority.

Qualifications, Competencies and Skills

Education

Bachelor Degree in any discipline

Experience

3 years' experience directly related to the duties and responsibilities specified

Licensure

Not Applicable

Language

High proficiency in English and Arabic Languages.

Computer Proficiency

Good Computer Skills, Proficient in MS Office and related software applications.

Performance Competencies

1	Strong communication and interpersonal skills.
2	Ability to interact and communicate with people over the telephone, often in stressful situations.
3	Skill in the use of personal computer and related software applications
4	Ability to analyze and solve problems
5	Knowledge of planning and scheduling techniques
6	Ability to perform basic patient assessments and referrals
7	Knowledge of patient registration procedures and documentation
8	Skill in preparing and maintaining patient records
9	Knowledge of medical insurance claims and procedures and documentation
10	Knowledge of patient care charts and patient histories
<i>Principle Working Relationships and Remarks</i>	
1	Outpatient head unit , outpatient supervisor, customer service manager
2	Patients , visitors , customers