



JOB PROFILE

Post Title:	Overseas Medical Liaison Officer
Portfolio:	Health and Social Care
Responsible to:	Deputy Director Health Services
Responsible for:	No direct reports
Grade:	Band D

Job Purpose

To improve the lives of all within our community and help the island thrive by undertaking the efficient organisation, management and monitoring of all matters relating to the referral of patients from St Helena for medical treatment overseas.

Main Duties and Responsibilities

1. Executing all travel and accommodation arrangements for patients being referred from St Helena to South Africa, the United Kingdom or any other country for medical treatment including return arrangements.
2. Liaising with the Senior Medical Officer on expected travel dates/timeframes for treatment abroad to aid effective projected costs of referral.
3. Preparing and ensuring all necessary official documentation required for medical referrals is accurately completed and duly signed.
4. Liaising with the relevant organisation in the receiving country on appointment dates, travel and accommodation, and subsistence payments.
5. Liaising with referred patient(s) and collating critical pre-departure information; providing advice on all logistical arrangements.
6. Updating and developing written briefing information and conducting a briefing meeting with all patients and where applicable, their accompanying carer/family member prior to their departure from St Helena.
7. Liaising with Service Providers on pastoral care support for patient(s) and any carer/family member that is accompanying them.
8. Ensure that all requests for information/approval of procedures are brought to the Senior Medical Officers attention. Refer to Service or Portfolio Director as required.
9. Arrange, organise, minute and follow-up on actions from the Overseas Medical Referral Committee.



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10. Undertake a comprehensive range of administrative processes in connection with the delivery of a high quality Overseas Medical Referral Service.
11. Liaise with the Central Finance Team to ensure payments and complete financial processes as required, this includes managing and reconciling subsistence payments and other invoices associated with overseas treatment. Ensure timely receipt of all medical reports and invoices, follow up with prompt payment and submission of patient data.
12. Liaise with the Central Finance Team to ensure to ensure that all patients referred are billed accordingly.
13. Work with the Central Finance Team to create and maintain up-to-date reports detailing expenditure by patient and specialty category in order to report on the position at the end of each month.
14. Follow up of receipt of all medical reports for patients referred abroad.
15. Assist the Senior Medical Officer with arrangements for emergency aeromedical evacuation of patients out of St Helena.
16. Ensure that procedures for both regular overseas medical referrals and emergency medical evacuations are reviewed and updated and remain current at all times. Make recommendations for improvements in relation to administrative systems and processes.
17. Maintain an effective working relationship with the Medical Team, Overseas Service Providers and patients for the efficient referral of all patients from St Helena.
18. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
19. Work out of hours (including evenings, weekends and bank holidays) as required to meet the unpredictable demands of medical evacuations.

Special Conditions

Out-of-hours working in order to support service delivery will be required. This role is flexible in nature due to the, often short notice, demands.

This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii
Decision Making: Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions. Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines. Assembles available knowledge to ensure evidence based decisions.	iii
Working with Others: Informs, consults and influences others using a range of communication mechanisms. Engages with others to gather information. Shares and implements good practice with others. Works with senior management and other stakeholders.	iii
Communication: Ensures important messages are understood. Ensures written communications are well structured and have clear meaning. Presents information so that it has a positive impact on the recipient. Engages well with others to understand their needs and aspirations.	iii
Influencing and Persuading: Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and individual needs. Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.	iii
Dealing with Change: Supports individuals in their team through periods of change.	iii



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Listens and responds to constructive feedback. Initiates new ways of doing things. Recognises and deals with obstacles to change. Promotes goals or new initiatives to others.	
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 3 qualification in a relevant subject – such as Business Administration, Maths, English or ICT or equivalent level of demonstrable attainment or experience	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Knowledge & Experience:			
Experience of working in an administrative function	E	√	
Experience of using data systems	E	√	
Experience of making improvements in relation to systems and administrative processes	E	√	√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of financial processing and/or tracking budget spend	D	√	√
Skills and Abilities:			
Excellent written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Excellent interpersonal skills, able to communicate effectively and professionally	E		√
Excellent time management and planning and organisation skills	E		√
Able to support changes in service provision in a positive and constructive manner	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Able to work independently and seek advice and guidance when needed	E		√
Is approachable and confident in coaching others to help them acquire skills and experience	E		√
Other:			
Willingness to work flexibly – evening or weekend work will be required.	E		√



PERSON SPECIFICATION

Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.