

**SKILLS FRAMEWORK FOR HEALTHCARE
SKILLS MAP - PATIENT SERVICE SUPERVISOR**

Sector	Healthcare	
Track	Operations	
Occupation	Patient Service Associate	
Job Role	Patient Service Supervisor	
Job Role Description	<p>A Patient Service Supervisor is responsible for managing frontline services provided by the staff. S/He is responsible for assisting managers to oversee department operations and the team. S/He assists managers to oversee the risk and quality management of the department and management of the team.</p> <p>S/He may work in various locations such as private and public hospitals, community and primary care settings. S/He may supervise and manage different counters including reception for patient registration, billing and payment as well as patient care.</p> <p>S/He should be proactive and meticulous. S/He should possess interpersonal, leadership and problem-solving skills</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
	Provide frontline services	Liaise with patients and other stakeholders to provide services to patients
		Perform payment collection procedures
		Manage patients' feedback and enquiries
		Perform service recovery
	Perform department operations	Oversee the operations of service counters
		Manage the deployment of staff
		Administer clinic's appointment resources and slots management
		Assist frontline in managing second-tier escalation in patient management
		Report second-tier escalation in patient management to managers when necessary
		Conduct audits that are relevant to patient service associates' scope of work
		Assist in reporting or analysing department's or clinic's statistics and data
	Perform risk and quality management	Lead quality improvement projects and initiatives
Implement service quality policies and procedures		

	Monitor compliance of work policies, procedures and internal controls			
	Supervise downtime procedures			
	Assist in evaluating department risks			
	Oversee the execution of designated emergency response tasks			
	Manage team	Evaluate patient service associates' training needs		
		Plan programmes for new and existing patient service associates		
		Conduct training for staff		
		Assist in developing on-the-job training and/or in-service curriculum, required documentation and training manuals		
		Assist in staff dispute management		
		Perform daily roll calls		
		Conduct competency assessment of trainees and staff audits		
		Conduct appraisal of staff		
		Supervise junior staff's professional development		
Supervise the frontline staff in meeting clinic's daily key performance indicators				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Audit Management	Level 2	Leadership	Intermediate
	Billing Procedures	Level 5	Resource Management	Intermediate
	Business Continuity Planning	Level 3	Decision Making	Intermediate
	Change Management	Level 2	Creative Thinking	Intermediate
	Conflict Management	Level 2	Digital Literacy	Intermediate
	Continuous Improvement Management	Level 3		
	Data and Statistical Analytics	Level 2		

	Emergency Response and Crisis Management	Level 2		
	Excellence in Service	Level 4		
	Frontline Services Management	Level 3		
	Infection Control	Level 2		
	Management of Stakeholders	Level 1		
	People Management	Level 3		
	Professional, Legal and Ethical Healthcare Practice	Level 2		
	Programme Delivery	Level 4		
	Staff Training Facilitation	Level 4		
	Workplace Safety and Health	Level 1		
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			