

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

Sector	Healthcare	
Track	Operations	
Occupation	Patient Service Associate	
Job Role	Patient Service Assistant Supervisor	
Job Role Description	<p>A Patient Service Assistant Supervisor is responsible for supporting the frontline services provided. S/He assists supervisors in the management of department operations and the team involved in providing frontline services. S/He is required to assist in managing complaints. S/He assist supervisors in the performance of risk and quality management.</p> <p>S/He may work in various locations such as private and public hospitals, community and primary care settings. S/He may assist to 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
		Provide financial counselling to patients
		Manage patients' feedback and enquiries
		Perform service recovery
		Promote use of automated or self-help services
	Provide clinical support	Prepare consultation room
		Provide patient and caregiver education when necessary
		Perform measurement of basic health parameters
		Prepare patients for physical examination or minor procedures to be performed by doctors
		Provide post-consultation instructions where necessary
		Perform basic clinical procedures
		Assist doctors during the treatment and examination of patients

		Prepare patients' records and documentation pre- and post- consultation and procedures
	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 supervisors 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
		Reconcile daily monetary transactions
	Perform risk and quality management	Lead quality improvement projects and initiatives
		Supervise downtime procedures
		Participate in the execution of designated emergency response tasks
	Manage team	Evaluate patient service associates' training needs
		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		
Supervise junior staff's professional development		
Supervise the frontline staff in meeting clinic's daily key performance indicators		

	Technical Skills and Competencies		Generic Skills and Competencies	
	Skills and Competencies	Audit Management	Level 2	Problem Solving
Billing Procedures		Level 4	Service Orientation	Advanced
Business Continuity Planning		Level 3	Leadership	Basic
Change Management		Level 2	Teamwork	Intermediate
Clinical Support for Patient Service Associates		Level 3, Level 4	Developing People	Basic
Conflict Management		Level 2		
Continuous Improvement Management		Level 3		
Data and Statistical Analytics		Level 2		
Emergency Response and Crisis Management		Level 2		
Excellence in Service		Level 3		
Frontline Services Management		Level 3		
Infection Control		Level 2		
Management of Stakeholders		Level 1		
Patient Education and Engagement		Level 4		
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			