

**1 JOB DETAILS**

**JOB TITLE: HOSPITAL CASHIER**

**DIRECTORATE: FINANCE**

**LOCATION: CASH OFFICE, AYR HOSPITAL**

## ACCOUNTABLE TO: HEAD CASHIER

**RESPONSIBLE TO: CASH & LEDGER MANAGER**

1. **JOB PURPOSE**

The Postholder will provide an efficient, professional and secure service to patients, staff and visitors by way of reimbursement of Patients’ Travel Expenses, collection and banking of all income and control of patients’ funds and valuables.

# 3 DIMENSIONS

The Postholder is employed by the Finance Department to provide a courteous and secure cash service for patients, staff and visitors at sites across NHS Ayrshire & Arran.

The Acute Division caters on an annual basis with over 62,000 Inpatients and 184,000 outpatients with a complement of approximately 6,500 members of staff comprising Medical, Surgical, Nursing, Midwifery, Administration and Clerical, Auxiliary and Paramedical.

The Cash Office deals on each site with approximately:-

* 20-40 travel claims and general enquiries every day
* £650,000 annual collection of cash from tills located within the Catering services
* £350,000 annual income from donations
* Management of Patients’ Funds

Each site Cashier Office operates from 8.45 to 4.45 pm from Monday to Friday, although the Postholder may be required to work outwith these hours in the event of special occasions/functions.

Board income 2021/2022 £900MILLION

**4 ORGANISATIONAL CHART**

Assistant Director of Finance

(Governance & Shared Services)

Financial Accountant

**CASHIER**

*HEAD CASHIER*

**5 ROLE OF THE DEPARTMENT**

To provide an efficient, professional and courteous Cashier Service for patients, staff and visitors, including:

* Collection and banking of all income
* Collection and banking of all income received from donations, sponsorship, etc.
* Control of Patients’ Funds, eg cash belonging to patients.
* Control of patients’ valuables, eg personal items, bank books, bank cards, jewellery, etc.
* Provide advice and assistance to patients/staff, including dealing with requests from petty cash.
* Provide advice and assistance to patients/visitors in relation to benefits available for travel.
* Ensure patients receive the necessary information in relation to pensions/benefits.
* Reimbursement of patients’ and escort travel costs, when appropriate.
* Control of Patient’s valuables transferred for safe keeping.
* Reimbursement of parent’s Neonatal travel and meal expenses when appropriate
* Control of Ambulance Passes for discharged patients requiring ferry transport

**6 KEY RESULT AREAS**

* Ensuring accurate accounting of income/expenditure is in line with the Board’s Standing Financial Instructions and Operating Procedures and on a daily basis ensure that all income/expenditure is entered into the Board’s General Ledger via the Finance eFinancials System.
* Compliance with all Policies and Procedures in relation to security.of cash/valuables, to ensure a safe and secure environment.
* Excellent communication skills with colleagues, patients, visitors, Heads of Department/Wards and other members of staff to convey professionalism and competence.
* Excellent diplomatic and sympathetic communication skills to encourage confidence and openness.
* Accounting and controlling of Patients’ Funds, eg income held in the Cash Office and/or cashing cheques at the request of the patient.
* Advice and guidance to patients/staff regarding petty cash requests or reimbursement of travel expenses.
* Assist in collection of cash from dining room tills across the site.
* Assist in counting and recording of cash collections and other transactions.
* Disposal of deceased patients’ belongings by contacting Environmental Health or Social Work Departments.
* Ensure compliance with all Policies and Procedures in relation to security of cash movements, including conveyance to/from Bank/Post Office.
* Reimbursement of travel expenses to patients who receive the appropriate benefit and who have attended a specific hospital appointment, deciding on how much the patient is entitled to.
* Reimbursement of patients travelling from Highlands and Islands.
* Undertake any other ad hoc duties as required.

#### 7a EQUIPMENT AND MACHINERY

Equipment used on a daily basis, which are essential to the varied functions of this post include:-

* PC/Printer
* Fax Machine/Photocopier
* Telephone
* Calculator

**7b** Microsoft Office Package

Email system

Cash Books

Patients Inventory Books

Controlled Stationery Registers

Valuables Books

Donation Books

Indemnity Books

Clothing Books

**8 ASSIGNMENT AND REVIEW OF WORK**

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| * Duties are assigned and supervised by the Head Cashier * The Postholder is responsible to the Cash & Ledger Manager * The Postholder should consult the Head Cashier in the first instance on any matter that requires guidance. * Regular reviews and audits are undertaken by the Financial Services Manager/Internal/External Auditors |

**9 DECISIONS AND JUDGEMENTS**

* The Postholder is required to make decisions and judgements in relation to service provision based on knowledge and experience and within the parameters of Policies and Procedures, eg:-
  + Payment of patient/escort Travel Claims
  + Petty Cash Claims
  + Advice to patients, escorts and staff
  + Problem solving in relation to Patients’ Funds/Benefits
* Use own initiative as to viability of Petty Cash claims, deciding if it is necessary to direct requests to the Finance Department for a cheque to be raised.
* Ensure compliance with Standing Financial Instructions & Operating Procedures
* Any problems should be conveyed immediately to the Financial Accountant.

**10 MOST CHALLENGING PART OF THE JOB**

* Dealing with patients/relatives/public enquiries.
* Dealing with distressed/emotional patients/relatives.
* Ensuring accuracy of transactions.
* Ensuring security of cash/valuables/Cashier Office.
* Ensuring viability of claim for travelling expenses/resolving issue of persons attempting to claim fraudulently.
* Ensuring Standing Financial Instructions and Operating Procedures are adhered to.

##### 11 COMMUNICATIONS AND RELATIONSHIPS

The Postholder is required to develop and maintain good communication links and working relationships with the following groups:-

**Internal**

* Colleagues and staff within own and other departments.
* Administration and Clerical staff.
* Heads of Departments/Wards.
* Managers and Supervisory Staff.
* Medical and Nursing Staff.
* Patients, visitors and public.

**External**

* Banks, Post Office Staff.
* DSS.
* Solicitors.
* Environmental Health/Social Work Departments

**12 PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

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| **PHYSICAL EFFORT/SKILLS**   * Standing for long periods attending to customers. * Walking for long distances between sites. * Writing continually. * Use of office equipment, ie PC/printer, Fax machine. * Cash handling (collection from tills and deposits to bank (assisted by Security Officer).   **MENTAL EFFORT/SKILLS**  The Postholder required to concentrate at all times in carrying out duties attached to the post, eg   * Accounting of patients’ funds. * Counting of cash. * Ward Audit * Patients’ Valuables Audit. * Petty Cash transactions and reconciliations. * Preparing bank slips. * Reconciliation of income/patients’ funds. * Recording transactions. * Reimbursement of correct travel expenses.   **EMOTIONAL EFFORT/SKILLS**   * Dealing with elderly, mentally and/or physically ill patients. * Dealing with distressed patients and/or relatives. * Dealing with complaints from patients, staff or visitors. |

**13 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The Postholder requires to have knowledge of, be proficient in or undertake training in the following:-

* Good education and appropriate qualifications.
* Standing Financial Instructions and Operating Procedures
* Legislation in relation to benefits.
* Accounting/Bookkeeping knowledge, eg Cash Book.
* Proven experience in similar post.
* Extensive knowledge of all cashier functions, procedures and systems.
* Ability to work with minimum supervision and to use own initiative.
* Codes of Practice, Policies and Procedures.
* Complaints Procedures.
* Computer skills.
* Efficiency, discretion and confidentiality.
* Excellent communication skills.
* Diplomacy.
* Numerate literate and practical.
* Staff Induction Training.
* Health & Safety Policies/SHE Manual
* Incident reporting.
* Staff Governance.
* Organisational values.
* Customer Care.
* COSHH Regulations.
* Data Protection Act 2018