Sample Job Description #12
Patient Representative – XYZ Hospital (TEST ORGANIZATION)

Job Description

Patient Representative (Job Opening 375012) - Scope of Department

XYZ Hospital’s Critical Care Signature Program encompasses medical and surgical critical care areas in which patients receive specialized care and benefit from revolutionary research which can improve lives. Physicians, nurses, researchers, and other health care staff within the Critical Care Signature Program serve adult patients with various medical and surgical health needs. As a Level 1 trauma and regional referral hospital, the Critical Care Signature Program staff strives to provide the best care possible to the critically ill patients who receive care at the hospital.

Scope of Position

XYZ Hospital is committed to enhancing the quality of care provided to patients. This position is responsible for providing family support, education, mediation/issue resolution, project support, and patient information in the Critical Care areas so that optimal quality and communication can be achieved. This position supports the development, implementation and coordination of programs and services that promote positive patient relations and patient/family satisfaction including promoting customer service behaviors and Service Plus skills.

Education and Experience

Required: Experience equivalent to 1 year of full-time employment in a clinical or critical care area role. Evidence of customer service skills/training and ability to collaborate with a variety of individuals across the organization. Evidence of highly refined interpersonal skills, skills in conflict resolution, problem solving, program planning, and writing and verbal communication skills.

Preferred: Bachelors degree in a healthcare-related field, communication, social science, or related field.