



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and six District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following positions:

PATIENT EXPERIENCE ASSISTANT

Salary range: CI\$42,444 – CI\$57,036 per annum

Job Summary: The Patient Experience Assistant delivers exceptional customer service by providing support, guidance, and advocacy to patients, families, and visitors throughout their healthcare journey. The successful candidate will respond to patient enquiries and concerns, facilitate timely resolution of complaints and compliments, support service improvement initiatives, and work collaboratively with multidisciplinary teams to ensure the delivery of a positive, patient-centred experience across the Health Services Authority.

Qualifications & Experience: The successful candidate should possess an Associate's Degree in Business Administration, Healthcare, or a related field together with four (4) years' customer service experience, preferably in a healthcare environment. Alternatively, candidates with eight (8) years' experience in a customer service role handling patient or customer concerns and achieving timely resolutions will also be considered. The candidate must demonstrate excellent written and verbal communication, strong interpersonal, conflict resolution, and problem-solving skills, together with the ability to work effectively under pressure while maintaining professionalism, empathy, and confidentiality. A commitment to the HSA's core values of Respect, Responsibility, Integrity, Caring, and Excellence is essential, as is the ability to work collaboratively within a team. Proficiency in Microsoft Office applications and flexibility to work evenings and weekends as operationally required are also necessary.

**A remuneration and benefit package, commensurate with experience and qualifications
will be offered to the successful candidates of these positions.**

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Application deadline: July 19, 2026

Committed to Caring for You



Job Description

Job title	<i>Patient Experience Assistant</i>	Job Holder	
Reports to	<i>Patient Experience Manager</i>	Section	<i>Patient Experience Unit</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands guided by the organization’s strategic plan and in accordance with the National Strategic Plan for Health.

The Patient Experience Unit is responsible for liaising between staff of the Health Services Authority and patients as well as their relatives. Staff in this section interact with staff and engages with patients in all sections of the Authority including Accident & Emergency, out-patient clinics, in-patient units, and District Health Centres. Patient Experience staff advocate on the patient’s behalf to expedite resolution of patient issues.

Job purpose

To provide exemplary customer service to patients and customers who access services at the Health Service Authority, assisting to address any customer/patient concerns in a timely manner and providing support to the Patient Services Unit.

Dimensions

Post holder, as a member of the Patient Experience Team, provides assistance and direction to patients, families, and visitors as well as co-workers with courtesy and discretion in the out-patient setting. Receiving and responding to telephone calls and emails in a timely manner is an important aspect of the job.

Duties and responsibilities

- Answers telephone courteously; responds to inquiry and/or directs caller to the appropriate personnel.
- Treats patients and visitors with courtesy and discretion and provides information and directions as appropriate.
- Identifies potential disruptive situations by communicating with individuals respectfully and with concern for their well-being.
- Manages difficult or emotional customer situations; responds quickly to customer needs; responds to requests for service and assistance.
- Receive compliments and complaints and provide feedback to patient services to identify any areas where improvements might be made.
- In collaboration with all service providers, assist in the provision of a high quality of patient services by following the organization’s policies and procedures and completing all assigned tasks. This will include monitoring, waiting rooms, suggestion boxes, assisting with staff and patient surveys.

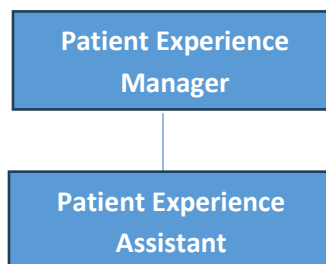
- Assist with the maintenance of a database of compliments as well as complaints and their resolution to enable trending and ultimately service improvement.

Qualifications, Experience & Skills Requirement

The post-holder should possess:

- Associates Degree in a healthcare or related field; strong written and verbal skills as well as previous customer service experience and time management skills.
- The post-holder must be able to:
 - Demonstrate respect, responsibility, integrity, caring and excellence, the HSA's core values transcending the diversity of religion, race and culture
 - The ability to listen carefully and look at patient/customer issues objectively, and to be innovative in achieving timely resolutions
 - Demonstrate initiative and the ability to apply common sense to address problems in variable situations.
 - Demonstrate excellent communication, interpersonal and organizational skills.
 - Demonstrate tolerance for high levels of stress in dealing with difficult customers
 - Highly developed interpersonal skills, including the willingness and ability to be a team player.

Reporting Relationship



Direct reports

The post-holder does not supervise others.

Other Working Relationships

The post-holder has a working relationship with clinical staff, patients and their relatives and visitors to the hospital. The post-holder liaises with the referral office, outpatient clinics, A&E, GP, and any other section of the hospital in order to provide and procure services for patients on an as needed basis.

Decision Making Authority and Controls

The post-holder makes decisions within the policies and protocols of the service in consultation with the Patient Experience Officer or Manager. The post-holder provides regular suggestions and feedback to the manager regarding customer service concerns/ issues enabling service improvement initiatives.

Working conditions

Normal working hours are Monday to Friday, 8:30-5:00, however, flexibility is required in which some weekend and evening work will be expected.

There may be a need for the post holder to carry an on-call telephone and be available outside of regular business hours, to support special events or projects, and/or to help manage crises/issues as they arise.

Physical requirements

A desk and chair and computer are provided; however, the post-holder is required to regularly stand and walk while giving directions and visiting the waiting areas throughout the hospital.

Problem/Key Features

The job involves frequent direct contact with a large cross-section of the public; therefore, the post-holder must be outgoing and pleasant and possess the ability to remain calm while dealing with various people, often including irate and intoxicated complainants.

Evaluation Metrics

Daily reports re: complaints and compliments.

Monthly reports about issues identified.

Approved by:	DCS
Date approved:	20-Mar-2025
Next Review	
Postholder's Signature:	
Date:	
Manager Signature:	
Date:	