

***JOB DESCRIPTION***

(Please note this job description in issued as a guide only and will be reviewed as the business develops)

**Title:** Receptionist

**Accountable to:** Deputy Patient Services Manager

**Purpose of Role:**

To work as a member of the 4 strong reception team to act as the first point of contact for all patients and visitors entering the hospital, ensuring that all communications with patients is in a professional and courteous manner, which endorses the patient centred approach of the team. To assist in the operational function of the hospital.

**Scope of role:**

To provide a professional and patient focused receptionist role, greeting patients on entry to the hospital and creating a calm and reassuring atmosphere for patients. This role will include weekend and evening working.

This job description is for the position within the receptionist team. .

**Key tasks/Result areas**

* To help support the Reception service to patients, staff and visitors. To meet and greet all arrivals in a professional and customer/patient centred approach in line with the customer service standards of Practice Plus Group.
* To answer telephone calls from patients, GP surgeries and other hospital staff on general queries.
* To use the computer system to record patient attendance within the Hospital.
* To process patient discharge summaries and update clinical system.
* To contact patients with their attendance time for Cataract surgery.
* To maintain “Did Not Attend (DNA)” register and inform patients of the process.
* Ensure opening up and closing down procedures are followed.
* Process daily mail incoming and outgoing.
* Maintain the car parking pass allocation register.
* Provide help to the admin function when required.
* To be flexible to work to shift patterns, which will include evenings and weekend working to provide cover for colleagues

**Health and Safety**

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take responsible care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the Treatment Centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.



**PERSON SPECIFICATION FORM**

**POST TITLE:** Patient Administrator

**DEPARTMENT:** Peninsula NHS Treatment Centre

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Physical Requirements | * Satisfactory Occupational health Clearance for the role specified * Good Attendance record * Satisfactory relevant CRB clearance |  |
| Education & Qualifications | * Good standard of education * Literate and numerate * Good command of written and spoken English * Excellent IT skills | * 5 GCSE’s grade A-C * ECDL or equivalent IT experience * Previous experience within the NHS |
| Previous Experience | * Relevant administrative experience in Healthcare or Service Sector * Reception experience * Experienced team worker * Experience of dealing with the public in person and by phone | * Experience using ERS (choose and book) |
| Skills/Knowledge and Abilities | * Excellent telephone technique * Excellent communication and interpersonal skills * Ability to deal with difficult situations in a calm manner * Good keyboard/computer skills * Conversant with Microsoft Office Packages * Good skills using Patient Administration Systems or equivalent * Attention to detail * Numerate and literate * Good spoken and written English * Ability to work flexibly within the needs of the Service * Evidence of ability to work collaboratively in a multi-disciplinary team * Able to use initiative and plan workload * Understanding of information governance i.e. confidentiality legislation, data protection and Caldicott |  |
| Aptitude/Personal Characteristics | * Commitment to personal development * Polite, friendly and approachable manner * Tidy appearance * Understand the need for and will adhere to Care UK policies * Willing to learn new skills and gain new or additional competencies * Motivation to provide a high standard of service * Calm under pressure |  |