|  |
| --- |
| JOB DESCRIPTION Receptionist |

**RESPONSIBLE TO: Operations Manager**

**ACCOUNTABLE TO: Hospital Director**

**JOB SUMMARY**

As receptionist the post holder is the first point of contact for all incoming enquiries. The post holder is required to provide a prompt, courteous service to all patients and visitors to the treatment centre. This role requires excellent communication skills as well as a good understanding of Microsoft Office applications. The post holder should hold high level attention to detail, organisational skills and team work.

### Principal Duties and Responsibilities

**Key Responsibilities:**

* To act as “Front of House” and meet and greet all patients, visitors and members of the public to the Treatment Centre and Barley Court
* To undertake all reception duties for example, printing labels and clinic lists
* To be able to deal with all telephone and face to face enquiries at the first point of contact promptly and within set timescales
* To deal with enquiries in a helpful and courteous manner and to ensure patient queries / messages are passed on to the appropriate person in a timely manner
* To be aware of the need to maintain patient confidentiality and escalation process
* To ensure all correspondence received is date stamped and is promptly delivered to the recipient
* To track patients in and out using the in House System “Proxima”
* To discharge patients at the end of the day as cover for ward clerks
* To ring “Day Patients” 96 hours before surgery date to confirm attendance
* To provide feedback to line manager and supervisor
* To ensure all patient notes are tracked and delivered to appropriate departments
* To ensure the reception area is kept tidy and all areas are safe
* To liaise with all departments if and when required
* To ensure adherence to the Visitors Policy
* To take on other administrative roles and running of new specialties

**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 reasonable 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 post holder 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 registered purposes and to use or disclose data only to authorized persons or organizations 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.

I confirm I have read and understand this Job Description

Name of Post holder …………………………………..

Signature …………………………………...

Date …………………………………...

|  |
| --- |
| **PERSON SPECIFICATION – Receptionist** |

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Good standard of education   + Computer literate | * Evidence of reception/customer care training courses |
| Experience | * 2 year’s experience as a receptionist or in a face to face customer service environment * Excellent IT skills, emails and various IT packages | * Experience in a healthcare environment * Knowledge of Proxima, Harvest |
| **Skills and Knowledge** | * Ability to communicate in a clear, accurate & concise manner with attention to detail * Be able to deal with patients and visitors professionally within a diverse community * Be able to deal with sensitive and difficult situations * Ability to work without close supervision * Ability to work as part of a team and work under pressure * Ability to prioritise workload, to have excellent organisational skills * Ability to be flexible and provide support to OPD team when requested * Ability to take on other related administrative functions within the Treatment Centre | * Evidence of personal goals |
| Other Factors | High level commitment to:   * Care UK Policies * Patient Confidentiality * Aims of Care UK. * Flexible, positive attitude * Willingness to undertake development and learn new roles. * Ability to be flexible with regard to working hours * To provide excellent customer service / patient experience in both face to face and telephone contact |  |