

ROLE BRIEF

Department:	GUEST SERVICES
Job Title:	GUEST LIAISON ASSISTANT
Responsible To:	GUEST SERVICES MANAGER / GUEST SERVICES CO-ORDINATOR
Location:	Crowborough
Job Purpose:	To work as a member of the Guest Liaison Team Horder Healthcare as appropriate.
Key Duties:	<ul style="list-style-type: none"> • Receive all telephone calls and forward as appropriate. Switching over to THC at the end of the day. • Distribute documents etc. to patients/staff. • Carry out 'meet and greet' duties on the reception areas, redirecting visitors, patients and staff appropriately in a confident and professional manner. • Provide clerical, typing and any other support as required by the clinical team. • Filing, faxing, photocopying, distribution and retrieval of patient's notes and X-rays etc, in line with Horder Health Care Records Management guidelines. • Ensure, in conjunction with the Guest Services Manager / Guest Services Assistant, that annual leave and planned sickness are covered in the Guest Liaison Team. • To cover Guest Liaison Assistant role in the absence of a staff member as refor generquired. • Record arrival, departure times, and book follow up appointments via IPMs software. • To register, book new appointments and enter insurance details on IPMs. • Proficient in Microsoft excel and data entry including, number accuracy. • To proactively anticipate work load and to prepare ahead accordingly. • Completion of all forms and relevant billing including the invoicing of patients.

	<ul style="list-style-type: none">• Take record and reconcile all monies including cash, cheque and card payments.• Maintain petty cash and petty cash records, reconcile petty cash.• To maintain a good working relationship with all external parties linked with the clinic. <p><u>Quality</u></p> <ul style="list-style-type: none">• Adhere to customer services standards and accompanying guidelines.• Deal with customer complaints in a professional manner, involving senior staff as required and following Horder Healthcare's Complaints Guideline.• Liaise with the management team to put forward proposals for improvements in service delivery based on customer feedback.• Ensure that the customer's experience is as positive as possible and actively promote the organisation with customer interactions												
Key Knowledge, Skills and Experience:	<table><tr><th><i>FACTOR</i></th><th><i>ESSENTIAL</i></th><th><i>DESIRABLE</i></th></tr><tr><td><i>Qualifications</i></td><td><ul style="list-style-type: none">• Good general education – minimum GCSEs</td><td><ul style="list-style-type: none">• Microsoft or similar computing course</td></tr><tr><td><i>Experience</i></td><td><ul style="list-style-type: none">• Computer Literate• Previous reception experience• Typing/Keyboard Skills• Minimum two years office experience• Experience in dealing with the public.• Maintaining petty cash records and petty cash reconciliation.</td><td><ul style="list-style-type: none">• Previous reception experience in medical environment</td></tr><tr><td><i>Skills</i></td><td><ul style="list-style-type: none">• Good communication and</td><td></td></tr></table>	<i>FACTOR</i>	<i>ESSENTIAL</i>	<i>DESIRABLE</i>	<i>Qualifications</i>	<ul style="list-style-type: none">• Good general education – minimum GCSEs	<ul style="list-style-type: none">• Microsoft or similar computing course	<i>Experience</i>	<ul style="list-style-type: none">• Computer Literate• Previous reception experience• Typing/Keyboard Skills• Minimum two years office experience• Experience in dealing with the public.• Maintaining petty cash records and petty cash reconciliation.	<ul style="list-style-type: none">• Previous reception experience in medical environment	<i>Skills</i>	<ul style="list-style-type: none">• Good communication and	
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		<p>interpersonal skills with colleagues at all levels</p> <ul style="list-style-type: none"> • Excellent administration skills • Able to absorb guidelines and implement • Able to demonstrate the ability to manage priorities and meet deadlines. • Attention to detail • Able to work as part of a team and individually • Able to absorb guidelines and implement 	
	Knowledge	<ul style="list-style-type: none"> • A clear idea of high quality service and able to describe this • Understanding of Microsoft Packages, word, excel, databases 	<ul style="list-style-type: none"> • Knowledge of Pims
	Personal Qualities	<ul style="list-style-type: none"> • Confident • Ability to work on own initiative and without supervision • Ability to meet deadlines and work under pressure • Well presented • Articulate • Discreet • Organised • Team Player 	<ul style="list-style-type: none"> • Good Sense of humour

Health and Safety:	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The organisation operates a “No Smoking” Policy.</p> <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections</p> <p>You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, policies, guidelines and procedures.</p> <p>For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.</p>
Equal Opportunities	<p>Horder Healthcare's Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality	<p>To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.</p>
Safeguarding	<p>To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.</p>
Human Resources (management)	<p>To manage establishment ensuring safe staffing levels at all times. Ensure all new recruits are effectively inducted into the department; ensuring mandatory training is complete and kept up to date. To monitor performance and absence, following policies and procedures. To process all HR related paperwork in a timely manner.</p>
Review	<p>This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder.</p>
Special Conditions:	<p>The duties and responsibilities described in this role brief may be subject to amendment to meet the business priorities. The post holder may be required to carry out additional tasks as required by</p>

	senior colleagues.
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