HORDERHEALTHCARE

ROLE BRIEF

DEPARTMENT:	RECEPTION
JOB TITLE:	CLINICAL RECEPTIONIST / ADMINISTRATOR
RESPONSIBLE TO:	Amanda Jenkins – Coastal Practice Supervisor
LOCATION:	SEAFORD HORDER HEALTHCARE
KEY DUTIES:	• Greet all patients and visitors with a confident and positive welcoming manner • Manage clinical activity using a Patient Manager System and a bespoke company online exercise class booking system, booking and rescheduling patient appointments and classes • Answer all calls through telephone switchboard and respond to all general enquiries • Daily administrative duties to include referral management, filing of notes, faxing, and photocopying • Preparation of patient case notes and supporting documentation in readiness for clinic appointments • Ensure all information of patient data is kept secure, accurate and updated following GDPR and DPA regulations • To collect revenue for services, equipment and merchandise, recording financial information and reconciling all payments taken at the end of day • To provide proficiency in using Microsoft Office for Excel/Outlook and Word documents daily
KEY ACCOUNTABILITIES:	• Demonstrate dependability in liaising and supporting all clinical staff to ensure a seamless service to patients, consultants, colleagues and others • To proactively anticipate work load and to prepare ahead accordingl y • Maintain all daily practice facilities, reporting any maintenance issues and replenishing supplies • To open and close the centre, ensuring safety and security of the building is maintained at all times
KEY KNOWLEDGE SKILLS AND EXPERIENCE:	**MUST HAVES :** • Previous experience in a Reception and Administration role • Experience dealing directly with the public in all customer service areas including complaint management • Display a positive and friendly approach when delivering a high level of professional customer service • A demonstrated ability to w ork with a wide range of people • Computer literate to an Intermediate Level in Microsoft Office applications • Able to demonstrate the ability to organise and prioritise workloads • Independent initiative to problem solve and to recognise when to refer for senior support

	Continued: • Accuracy and attention to detail in all areas • Flexibility to work changing shift patterns to include early mornings, mid days and late evening shifts, accommodating working practice hours • Presentation of appearance at a high standard for customer facing role **NICE TO HAVES:** • Preferably experienced within the medical/healthcare sector (although training will be provided) • Patient orientated, with a focus on delivering excellence in all areas of the patient treatment pathway • Committed to maintaining the highest standards both within the role and the practice • Motivated and willing to manage independent training requirements
HEALTH AND SAFETY:	**The Health Act 2008** Code of Practice for Prevention and Control of Healthcare Associated Infections: You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
EQUAL OPPORTUNITIES	Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague 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.
CONFIDENTIALITY	You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.
SAFEGUARDING	You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
PEOPLE MANAGERS	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.

REVIEW	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
ROLE BRIEF AGREEMENT	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. **COLLEAGUE NAME:** **COLLEAGUE SIGNATURE:** **DATE:**