

ROLE BRIEF

Department:	GUEST SERVICES
Job Title:	SENIOR RECEPTIONIST
Responsible To:	GUEST SERVICES MANAGER / GUEST SERVICES CO-ORDINATOR
Location:	EAST GRINSTEAD & CROWBOROUGH
Key Duties:	<ul style="list-style-type: none"> • Ensure all shifts are covered including annual leave and sickness, and report any absences reporting follows the correct procedure. • Check through time sheets before passing them to Guest Services Manager. • Ensure that everyone entering the hospital is welcomed in a friendly, cordial and professional manner. • Identify the purpose of the visit and issue passes to all in-patient visitors. • Answer the telephone as promptly as possible transferring the calls immediately to the correct extension to avoid any delay. • Admit and discharge all patients onto Compucare. Inform nurse's station of inpatients and day cases arrival. Enter patient details onto Compucare, monitor out going telephone calls and additional guest food / alcoholic drinks. • Deal with cash, credit card and cheque payments from patients, and maintain the Petty Cash • Check in any outpatients from list provided on Compucare and manual lists, as they arrive and direct to the appropriate waiting area. • Be alert as to who is in the reception area, which consultants are in the outpatient department and have an overall awareness of the day-to-day activities in the hospital. • Attend Mandatory training as required. • Order newspapers daily for patients and the hospital. • To operate call logging reporting software. • To be of smart professional appearance at all times, wearing identification badge in conjunction with Horder healthcare Uniform Policy. • Take in deliveries when appropriate. Sort daily post into P/Holes. Check daily faxes into the hospital.

	<ul style="list-style-type: none"> • Monitor key box using the signing in/out sheet. • Make up ward packs, and prepare scanning notes. • To carry out any other reasonable duties as requested by senior staff. •
Key Accountabilities:	<p><u>Performance Management</u></p> <ul style="list-style-type: none"> • To conduct midyear reviews and annual appraisals (as a minimum), in line with the performance policies as well as completing the supporting documentation within the appropriate timescales. • Recognising and praising good performance whilst immediately and effectively addressing poor performance. <p><u>Absence</u></p> <ul style="list-style-type: none"> • To ensure that all types of absence, including sickness, bereavement and annual leave (this list is not exhaustive) are applied fairly and consistently across the team in accordance with the appropriate policies • To complete thorough return to work interviews and absence reviews with staff when they are off sick and to keep in touch within the specified time frames <p><u>Induction:</u></p> <ul style="list-style-type: none"> • To ensure new recruits are effectively inducted into your department(s), and all corporate and departmental checklists are completed within the specified timescales including the Self-Assessment Questionnaire in regard to their PC and Workstation (located in the Induction Book) • To ensure that all new recruits attend the Corporate Induction and complete the Divisional Induction (e.g. Patient Pathway at The Horder Centre, Crowborough). <p><u>Mandatory Training</u></p> <ul style="list-style-type: none"> • Ensure mandatory training is kept up to date for the Reception Team. • To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any un-authorised member of staff, or to anyone outside the employment of Horder Healthcare. • To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. • To apply information security in accordance with the established policies and procedures of the organisation .

	<ul style="list-style-type: none"> • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives. • You are required to apply security in accordance with established policies and procedures of the organisation . • 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. • To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies. • To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required. • All staff should be aware of their responsibilities and role in relation to the Business Continuity Plan. • Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. 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.
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <p>Good general education – Minimum GCSEs. Computer literate – Excellent understanding of Microsoft Word, Excel and Outlook Typing/keyboard skills. Previous reception experience. Minimum 2 years office experience. Face to face customer service experience. Good communication skills and interpersonal skills with colleagues at all levels. Excellent administration skills. Able to absorb guidelines and implement. Demonstrate the ability to manage priorities and meet deadlines. Attention to details. A clear idea of high quality customer care and able to describe this. Ability to work without supervision. Ability to work under pressure and meet deadlines. Discreet Organised Team player</p>

	<p>Nice to Haves</p> <p>Previous experience of working within a medical environment. Knowledge of Compucare or iPMS packages Customer service training Experience dealing with petty cash and handling payments Good sense of humour</p>
Health and Safety:	<p>The Health Act 2008</p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> • 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. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>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 dependents, 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>You will 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.</p>
Safeguarding	<p>You will 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.</p>
People Managers (if applicable)	<p>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.</p>

Review	<p>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.</p> <p>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.</p>
Role Brief Agreement	<p>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.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>