

## ROLE BRIEF

<b>Department:</b>	<b>Reception Department</b>
<b>Job Title:</b>	<b>Clinic Receptionist/ Administrator</b>
<b>Responsible To:</b>	<b>Amanda Jenkins – Coastal Practice Supervisor</b>
<b>Location:</b>	<b>Seaford</b>
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• Manage clinical activity using the Patient Administration System.</li> <li>• Dealing with patients and visitors face to face</li> <li>• Answering all telephone calls in the appropriate manner.</li> <li>• Scheduling and re booking of appointments</li> <li>• Daily administrative duties to include referral management, filing of notes, faxing, and photocopying.</li> <li>• Preparation of patient case notes and supporting documentation in readiness for clinic appointments.</li> <li>• Ensuring that patient data is accurate and updated.</li> <li>• Liaise with and support all clinical staff to ensure the provision of a seamless service to patients, consultants, colleagues and others.</li> <li>• To proactively anticipate work load and to prepare ahead accordingly.</li> <li>• Actively participate in company appraisal process</li> </ul>
<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>• To collect revenue by recording financial information; collect charges for services, reconcile all monies including cash, cheque and card payments at the end of the day.</li> <li>• To book all classes via the on line booking system or PAS</li> <li>• Proficient in Microsoft excel and data entry, including outlook and word.</li> <li>• To open and close the centre, ensuring safety and security of the building is maintained at all times.</li> </ul>
<b>Key Knowledge, Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• <b>Must Haves :</b></li> <li>• Previous experience in an administrative Customer Service role/ Reception.</li> <li>• Experience in a role dealing directly with the public by face or phone</li> <li>• A demonstrated ability to work with a wide range of people.</li> <li>• Computer literate to an intermediate level – Microsoft Office applications</li> <li>• Able to demonstrate the ability to prioritise workloads and meet deadlines</li> <li>• Accuracy and attention to detail.</li> <li>• <b>Nice to Haves</b></li> <li>• Experience in a hospital/medical environment.</li> <li>• Confident and positive manner</li> <li>• Flexibility with working patterns to accommodate shift system rota within department</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated ability to input into improvements in company processes.</li> </ul>
<b>Health and Safety:</b>	<p><b>The Health Act 2008</b> Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>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.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <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>
<b>Equal Opportunities</b>	<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 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>
<b>Confidentiality</b>	<p>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.</p>
<b>Safeguarding</b>	<p>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.</p>
<b>People Managers</b>	<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>
<b>Review</b>	<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>

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