

ROLE BRIEF

Guest Services Receptionist

Department:	GUEST SERVICES
Job Title:	RECEPTIONIST
Responsible To:	Outpatient & pre-assessment manager
Location:	EAST GRINSTEAD
Job Purpose:	RESPONSIBLE FOR THE DAY TO DAY RUNNING OF THE RECEPTION AREA
Key Duties:	<ul style="list-style-type: none"> • 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. • Deal with staff lunch monies, and ordering of meals, and tally at the end of each day. • 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 The Horder Centre Uniform Policy. • Take in deliveries when appropriate. Sort daily post into P/Holes. Check daily faxes into the hospital. • 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. • 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. • 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. • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives.

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	<ul style="list-style-type: none"> 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:	<table border="1"> <thead> <tr> <th><i>FACTOR</i></th> <th><i>ESSENTIAL</i></th> <th><i>DESIRABLE</i></th> </tr> </thead> <tbody> <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 interpersonal skills with colleagues at all levels Excellent administration skills </td> <td></td> </tr> </tbody> </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 interpersonal skills with colleagues at all levels Excellent administration skills 	
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		<ul style="list-style-type: none"> • 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 or Compucare
	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>		

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Equal Opportunities	Horder Healthcares 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.
Confidentiality	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.
Safeguarding	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.
Human Resources (management)	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.
Review	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.
Special Conditions:	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 senior colleagues.

This job description is intended to reflect, and outline, the responsibilities of the post holder which may change over time with the business needs of Horder Healthcare. It will therefore be subject to annual review, in accordance with the annual individual performance review, and in consultation with the employee.

Job Description Agreement:

I have read this job description and understand the contents in my day-to-day duties.

Jobholder's name (Please print)

Jobholder's signature Date.....

Manager Date.....