



JOB DESCRIPTION

Job Title: Receptionist

Hours of employment: 22.5 hrs Mon / Weds and Friday and occasional Saturdays as overtime

Responsible to: Line Manager

Accountable to: Clinic Director

We are an independent diagnostic Imaging facility (MRI, Dexa, Ultrasound , X-ray and Pain Management Services) situated close to J5 of the M42.

Due to expansion, we are looking to recruit an individual who will complement our existing busy team.

Previous experience of working in an administrative / appointment booking role and reception experience is essential together with excellent communication and IT skills.

The ideal candidate will need to be well organised, friendly, have a good telephone manner and show attention to detail. They should be able to multitask and deal with enquiries from clinicians and patients in a calm, approachable and supportive manner.

Experience of working in a medical environment and knowledge of medical terminology is advantageous.

Purpose of the Role

To provide and maintain an efficient and comprehensive support to all patients, staff and visitors at reception

To project a positive and friendly image of the clinic, either in person or via the telephone

To undertake all duties without direct supervision, working within procedural guidelines and protocols of the Business.

To promote and always uphold the positive established reputation of the clinic

To ensure absolute discretion at all times when dealing with all clients, professionals and patient groups

Roles and Responsibilities

Key Responsibilities

- To greet everyone who enters the clinic with warmth and a smile
- To record and pass on patient and referrers enquiries as necessary.
- To check patient's personal details on arrival against PPS
- To help and support colleagues as required, including cover for annual leave and sickness
- To use the computer on a daily basis to check patients in and out of the clinic and record payments using the Private Practice System maintaining quality accuracy and efficient data input



- To enter patients' personal details onto the PPS system and spreadsheet from referrals
- To pass on to the Director the collated requests for patient reports required and then assist in fax, and NHS Email as necessary to send out reports, to include posting out paper copies, including special delivery post and going to the post office
- To accurately record and pass on telephone messages when appropriate.
- To redirect any telephone enquiries and always answer the telephone with a polite and professional manner
- To maintain a tidy and clean waiting room including maintaining the coffee machine
- Perform any reasonable administrative tasks as requested
- To assist in the cancellation of scan sessions due to sickness etc. by contacting patients and to re-appoint either by letter or telephone
- To facilitate consultants seeing patients
- To ensure that total confidentiality and Data Protection is maintained in that no information about patients, either medical or personal, is disclosed to persons other than those referrers attached to the Clinic for which such information is relevant.
- To ensure that complaints which cannot be swiftly resolved to any customer's satisfaction are referred to the Clinic Manager
- To engage in other responsibilities, as determined by the needs of the business at the time.
- To make as appropriate any checks that are required under CQC governance on a regular basis

As a Receptionist at the Clinic, you will be required to :-

- Have excellent and interpersonal skills
- Be professional in your approach.
- Be IT literate and familiar with all Office software and Clinic specific software.
- Be able to prioritize and manage a busy workload
- Have excellent communication skills.
- Have attention to detail at all times
- Be able to deal with enquiries in a calm and supportive manner
- Always be punctual and reliable
- Be self-motivated and able to use your initiative
- Have a positive 'can do' attitude
- Be flexible in your approach
- Always maintain a high degree of discretion.
- Be dressed smartly at all times
- Endeavour to broaden your abilities and help out in other areas of the clinic
- Be able to multi-task
- Take part in Fire and Emergency practice sessions

Working Environment

- Carry out routine checks to ensure your work area and environment is clean and tidy at the start and end of your shift.



- Ensure all equipment in your work area is operational and up to date and report any issues to your line manager.
- To utilize all equipment and support items in a responsible manner
- Ensure that confidential patient information is stored and handled according to protocol and report any concerns to your line manager.

Health & Safety

- Assist in promoting and maintaining your own and others' health, safety and security as defined in the Practice Health and Safety policy. Ensure that any hazards in your working area are reported immediately to your line manager.

Infection Control

- Maintain a high standard of infection control in line with NHS Guidelines and the Company's' Covid Policies.

Confidentiality

- To ensure patient and clinic information is always kept confidential and secure, in accordance with Data Protection Guidelines
- To ensure that total confidentiality and Data Protection is maintained on information about patients, either medical or personal.

Performance/Professional Development

- To participate in training sessions to ensure administrative, clinical and computer skills are kept up to date with current technology and practice.
- To participate in regular appraisal meetings.
- To maintain a personal performance development file
- To attend appropriate training courses and complete on-line learning programmes as required.

Equality & Diversity

- To support the equality, diversity, and rights of patients, carers and colleagues according to Clinic

Working with Patients

- To offer a polite, friendly and efficient level of customer service to all our patients.

Dignity and Respect

- To treat patients, colleagues and visitors with dignity and respect at all times.

Feedback

- To listen to feedback from patients and colleagues whether this be a complaint, comment, or compliment and if it cannot be dealt with immediately, ensure it is reported immediately to a member of the Practice Management Team.

CQC (Care Quality Commission)

- To work within the guidelines and standards as set by CQC, to ensure that the clinic is safe, efficient and provides the best possible care for patients

Any Other Duties

- To engage in other duties as may be required and /or determined by the Clinic Management Team

To Apply , please forward a copy of your Curriculum Vitae together with a covering letter to HR@heathlodgeclinic.co.uk