JOB DESCRIPTION

Job Title: Receptionist

Main Place of Work: Linton House Clinic, Thirlestaine Road, Cheltenham, GL53 7AS.

Responsible to: Director of Business Operations

Accountable to: Chief Executive, Cobalt Medical Charity

Line management

- There is no line management responsibilities associated with this role

Job Purpose:

- To provide a high quality, professional reception and administrative service to patients, relatives, colleagues, health service professionals and others. To act as the first point of contact for patients attending the Imaging Centre and to represent the charity in a professional manner in line with Cobalt values

Key Relationships

Radiographers, clinical imaging assistants, consultants, ambulance crews, colleagues across the administrative and fundraising teams, facilities management team, volunteers, NHS Supplies and essential medical deliveries

Key areas of responsibility will include:

Operational Duties

- To greet patients and visitors to the Imaging Centre in a warm, friendly and professional manner
- Support patients with additional needs – hearing and mobility needs, language translation
- Ensure patient privacy, dignity and confidentiality, treating patients with empathy and care
- To record patient's arrival against the patient administration system (Soliton) and to record accurate payment details and patient information
- To receive, assess and prioritise patient referrals and to forward to the appropriate clinician for protocol
- To answer telephone calls, enquiries and e-mail enquiries and respond appropriately
- To liaise between doctors, consultants, healthcare professionals and patients as required
- To liaise with secondary care providers and healthcare transport services as appropriate
- To assist colleagues and provide additional clerical support

- To be responsible for postal services such as franking, special delivery, recorded delivering sufficient funds to the franking machine and replenishing as necessary
- To ensure the patient waiting area is kept clear of obstructions and maintain a clean and tidy environment for the patients' comfort
- To maintain the health and safety of all patients, visitors and staff
- To share responsibility for maintaining and encouraging adequate security and safety for staff and service users including opening up and closing down the reception area and building when required to do so

Specific Duties

- Any other such duties as may reasonably be requested commensurate to the post

Management of Resources

- Collectively to share responsibility for monitoring and maintaining adequate stock levels of patient information leaflets, stationery, IT consumables

Teamwork

- To work collaboratively across departments
- Taking an active part in team meetings
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure
- Advise and mentor staff members, particularly junior staff members

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Baring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information. You are required to undertake the Data Protection training included in the NHS IT Governance Toolkit as instructed.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (cpd) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the charity.

This post is subject to the terms and conditions of employment of Cobalt Medical Charity.

Person Specification

Qualifications and Training	Essential	Desirable
Good standard of education, including GCSE English and Maths at grade 4/C or equivalent	✓	
Professional receptionist/customer service qualification		✓

Knowledge and experience	Essential	Desirable
Experience of working with members of the general public in a customer or patient facing environment	✓	
Understanding of healthcare administrative procedures and systems		✓
Experience of dealing effectively with patient of customer concerns or queries	✓	
Experience of working in a healthcare environment		✓
Experience of order processes, invoicing, cash handling		✓

Skills and abilities	Essential	Desirable
Excellent verbal and written communication skills	✓	
Excellent interpersonal skills, with the ability to communicate confidently and effectively and manage challenging situations calmly and professionally	✓	
Confident IT skills using systems and software effectively	✓	
Ability to handle sensitive and highly confidential information appropriately with discretion	✓	
Excellent communication skills with the ability to respond to patient enquiries and resolve queries	✓	
Provide clear and accurate advice, information and guidance to patients, carers and relatives regarding appointments	✓	

Personal attributes	Essential	Desirable
Well organised with good attention to detail and the ability to manage competing priorities	✓	
Flexibility towards working hours – this role includes working variable hours by shift to include weekend working	✓	
Proactive approach	✓	
Ability to maintain confidentiality and appropriate professional boundaries	✓	
High level of professional integrity and reliability	✓	

Treating patients, colleagues and others with dignity, integrity and respect	✓	
Commitment to continuing professional development	✓	
Support and promote the charity's ethos, values and behaviours.	✓	