

## Job Description

<b>TITLE</b>	TRAINEE RECEPTIONIST	<b>GRADE:</b>	5
<b>FUNCTION/AREA</b>	PATIENT SERVICES		
<b>REPORTING TO</b>	REGIONAL LEAD PATIENT SERVICES ADMINISTRATOR		

### PURPOSE OF THE ROLE

To welcome visitors and patients to Bourn Hall Clinic in a pleasant and polite way and ensure that all patients proceed through the Clinic with appropriate documentation. To operate the switchboard in an efficient and personable manner and provide administrative support as required for the wider Patient Services team.

### MAIN INTERFACES

**INTERNALLY:** All Bourn Hall Clinics and Business Support Services staff at all levels.

**EXTERNALLY:** All visitors and patients on-site, contractors on site, service providers.

### KEY TASKS & RESPONSIBILITIES

Undertake training in order to assist Patient Services and the rest of the clinic to:

- Welcome visitors and patients, directing them to the appropriate department.
- Undertake primary checking patient ID and taking photographs of new and review patients.
- Maintain a tidy reception area.
- Obtain payments from patients where applicable, issue correct documentation and enter details into the IDEAS database.
- Carry out end of day reconciliation of visa payment machine and banking of patient money.
- Liaise with the wider Patient Services Department providing general administrative support as necessary.
- Operate the switchboard in a prompt and courteous manner.
- Deal with queries from staff and visitors/patients and to forward calls received via the switchboard.
- Ensure messages are recorded accurately and passed to relevant staff member for action.
- Arrange taxis for patients and visitors.
- Sort incoming mail, and dispatch outgoing mail.
- Control and balance cash float for miscellaneous items.
- Keep accurate onsite records for patients/staff for use in emergency evacuation.
- Carry out Fire Warden duties.

### MANAGEMENT/LEADERSHIP

Not applicable

## **ACCOUNTABILITY AREA**

Being the first point of contact for all patients and visitors, projecting a professional image of the company. Portraying an empathetic and calm environment.

## **AUTONOMY & AUTHORITY**

- To decide where to route calls if the caller is unsure to whom they wish to speak.
- To deal appropriately with unexpected visitors through liaison with the relevant department and/or Patient Services colleagues.
- To be clear about what can and cannot be said to all callers/visitors/patients/staff.

## **FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE**

- To be able to provide information to all staff, visitors and patients regarding the services provided by Bourn Hall Clinics.
- Health and safety procedures.
- Knowledge of data protection and the need for confidentiality at all times pertaining to all aspects of the business of the company.
- To have knowledge and understanding of all aspects of the business, procedures and systems of Bourn Hall Clinics.

## **PROBLEM SOLVING**

- Being able to resolve patients' queries tactfully, diplomatically and successfully.
- Have the ability to deal with distressed or angry patients and know when to pass the issue to a more senior member of staff.
- Suggest improvements to reception services.

## **NATURE & AREA OF IMPACT**

- To promote Bourn Hall Clinics in a professional and caring way.
- Being aware that the reception is the first point of contact for callers/visitors/patients and will significantly influence their first impressions of the organisation.

## **INTERPERSONAL SKILLS**

- Excellent communication and interpersonal skills required to deal with both staff and visitors/patients.
- Excellent teamwork approach, willing to change duties and cover for other Patient Services staff.
- Tact and diplomacy.
- Respecting confidentiality.
- A flexible and helpful attitude to ensure the smooth running of the department.
- Discretion required in dealing with customers (patients and funding authorities) because of the sensitive nature of the treatment and confidentiality regulations.

## **SPECIAL PROJECTS**

To assist and participate when requested in special projects to improve the function of patient services and overall success of the business.

## **CANDIDATE'S PROFILE**

### **EDUCATION/PROFESSIONAL EXPERIENCE**

- Good general education with previous reception and administration experience.
- Good knowledge of Microsoft Word, Excel and Outlook.
- Previous experience of switchboard advantageous.

### **LANGUAGES**

Excellent command of both spoken and written English

### **SKILLS & COMPETENCIES**

- Professional attitude.
- Empathetic approach.
- Excellent communication & interpersonal skills.
- Excellent telephone manner.
- Flexibility to provide cover for job-share colleague(s).
- Ability/aptitude to follow procedures.

### **PRESENTATION**

- Smart and professional appearance at all times (no jeans, UGG boots, trainers, flipflops or casual wear).

## **APPROVALS**

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	