

## Job Description

<b>TITLE</b>	RECEPTIONIST ADMINISTRATOR	<b>GRADE:</b>	7
<b>FUNCTION/AREA</b>	PATIENT SERVICES		
<b>REPORTING TO</b>	REGIONAL LEAD ADMINISTRATOR / PATIENT SERVICES MANAGER		

### PURPOSE OF THE ROLE

To ensure an excellent service to both patients and the broader Bourn Hall Clinic team in order to promote business excellence. To accomplish this responsibility it should be shared with the other members of the Patient Services team in the performance of the day to day activities of the Patient Services Department in providing a comprehensive administrative support service for Bourn Hall Clinics.

### MAIN INTERFACES

**INTERNALLY:** Regional Clinic Managers, Bourn Hall Clinic Management and all staff of Bourn Hall Clinics and Business Support Services.

**EXTERNALLY:** Patients and prospective patients, other assisted conception units and General Practitioners, Bourn Hall Clinics, Satellite units.

### KEY TASKS & RESPONSIBILITIES

To be fully responsible for:

- Greeting patients and professionals, directing them to the appropriate department.
- Effective use of the phone system within the department to ensure timely answering of the phones.
- Ensure messages are recorded accurately and passed to relevant staff member for action.
- Primary responsibility for checking ID and taking photographs of new and review patients, as necessary.
- Photocopying and scanning as required.
- Data input including patient demographic details, funded referral forms.
- Keeping of accurate on site records for patients/staff for use in emergency evacuation.
- Dealing with and administration of payments and banking of patient payments.
- File preparation for new patients including all relevant documentation.
- Provide comprehensive administration support to all clinic staff including medical and nursing functions.
- Archiving and recall of patients notes keeping accurate records to ensure traceability.
- Assist with setting up and arranging clinics for counsellor.
- Stocking consulting rooms with appropriate documentation and maintaining levels of stationery and catering stock.
- Shared responsibility regarding distribution of incoming and internal mail and franking outgoing mail.
- Shared responsibility for audio typing service for documents including the transcription of doctors' medical reports and letters after consultations and treatments.
- Booking appointments and sending out appointment letters together with all supporting documentation as required.
- Shared responsibility for preparation of confirmation of treatment letters and packages as appropriate.
- To assist in all other day-to-day administrative tasks as required.

## **KEY TASKS & RESPONSIBILITIES - continued**

- Maintaining a tidy reception area.
- Willingness to learn and support other Patient Services tasks such as billing and accounts.
- Provide cover for open evenings, bank holidays and seminars as required.
- Willing and able to provide cover for Patient Services staff at other sites on an as required basis.
- Weekly alarm and emergency lighting checks with accurate record keeping and reporting (if applicable at home site).
- Dealing with contractors re paperwork and recording visits on to IDEAS system.

To work with the other members of the Patient Services team in role modelling the company's core values, as often Patient Services is the first point of contact with the Clinic for patients e.g. taking open evening/day or seminar bookings, making initial consultation appointments, sending out information packs etc.

## **MANAGEMENT/LEADERSHIP**

To share in the mentoring and coaching of Trainee Patient Services Administrators as and when required.

## **ACCOUNTABILITY AREA**

To ensure, as a member of the Patient Services team, that the administrative responsibilities of the function are carried out accurately and in a timely fashion with the utmost consideration for patient care and confidentiality.

## **AUTONOMY & AUTHORITY**

To be able to work on your own initiative when required and to take responsibility for your workload. To make suggestions for improvement in processes and procedures to improve efficiency.

## **FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE**

Must be computer literate and proficient in the use of Microsoft Office, Word and Excel, accurate and have excellent attention to detail. Able to type proficiently. Sensitivity and understanding is required, together with absolute accuracy, discretion and confidentiality.

## **PROBLEM SOLVING**

Have the ability to deal with distressed or angry patients and know when to pass the issue to a more senior member of staff. To liaise with other members of staff to find solutions to internal and external problems as and when they arise.

## **NATURE & AREA OF IMPACT**

Support for Patient Services team in order to support the larger clinical teams to ensure business excellence.

## **INTERPERSONAL SKILLS**

Good team player, with sound communication skills and an ability to work under pressure. A flexible and helpful attitude to ensure the smooth running of the department.

Good communication skills required at all levels, both internal and external. Ability to deal diplomatically with colleagues and customers both face-to-face and via telephone or email. Discretion required in dealing with customers (patients and funding authorities) because of the sensitive nature of the treatment, and confidentiality regulations. Good listener, 'friendly voice at the end of the phone'.

## SPECIAL PROJECTS

To participate in any special projects as and when required in order to improve the Patient Services service and overall success of the business.

## CANDIDATE'S PROFILE

### EDUCATION/PROFESSIONAL EXPERIENCE

- Excellent computer skills and command of English language and grammar.
- Excellent customer service skills.
- Good administrative experience.
- Good telephone manner.
- Excellent attention to detail and accuracy.

### LANGUAGES

Excellent command of both written and spoken English

### SKILLS & COMPETENCIES

- Computer literate ideally with touch typing skills with excellent knowledge of Microsoft Office, Word and Excel to intermediate/advanced level.
- Accurate, methodical, well organised and used to working as part of a team.
- Speed and accuracy with excellent attention to detail is of paramount importance.
- Calm outlook, discrete, adaptable, a sense of humour.
- Capable of lateral thinking and have good recall.
- Willingness to learn and receptive to continued education in the business of Bourn Hall Clinics.
- A caring and understanding attitude, awareness of the sensitivity and confidentiality of fertility treatments.
- Able to prioritise workload and willing to assist other members of staff.
- Excellent communication (verbal and written) and interpersonal skills.
- Tact and diplomacy.
- Ability to work autonomously, able to work under pressure and use initiative.

## APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	