



**JOB DESCRIPTION**

<b>Job Title:</b>	Receptionist
<b>Location:</b>	Ulsterville Avenue
<b>Responsible to:</b>	Senior Receptionist
<b>Accountable to:</b>	Matron / Chief Executive
<b>Overall objectives:</b>	To provide a friendly welcome to all patients, consultants and visitors, assisting, directing and contacting staff in accordance with the purpose of the visit.

**Main duties and responsibilities:-**

**Receptionist and Telephonist Duties**

1. Operate the switchboard, dealing with incoming calls, queries and forwarding messages to appropriate persons.
2. Greet patients as they arrive and complete the check-in procedures, ensuring details are correct. Check insurance information with patient and amend if required.
3. Forward MRI and X-Ray request forms and file reports for relevant Consultant.
4. Make new and review patient appointments.
5. Inform medical staff of patient arrival and direct to consulting rooms.
6. Prepare patients' documentation for next day's check-in as per procedure.
7. Process patient payments - in person and via telephone, issuing receipts.
8. Deputise in the absence of the Senior Receptionist.
9. Carry out reception staff start of day checklist which includes:
  - a. External and internal entrance check to ensure clean and debris free.
  - b. Flowers checked and watered/removed as appropriate.
  - c. Consulting rooms checked and prepared.
  - d. Waiting room and toilet checked and restocked as required.
  - e. Music and Intercom system switched on and operational.
  - f. Day mode activated on telephone system, night messages checked and actioned.
  - g. Emails checked and actioned.
10. Before handing over from Morning to Afternoon session – provide an update of any issues/details relevant to the next session.
  - a. Attend to housekeeping checks in Waiting room, toilet etc.



## 11. End of day/Closing

- a. Check consulting rooms ensuring windows closed, appliances and lights switched off etc.
- b. Attend to housekeeping checks in Waiting room, toilet etc.
- c. Ensure all fire doors are closed.
- d. Ensure lights off throughout building.
- e. Activate night mode on telephone system.
- f. Ensure alarm activated.

### **General Duties**

1. Read, understand and adhere to all Clinic policies and procedures.
2. Communicate effectively with all users of the service, being courteous and respectful and ensuring confidentiality, at all times.
3. Actively participate and contribute to the continuous improvement of the service.
4. Attend all mandatory training and lectures.
5. Comply with the Clinic's Equal Opportunities Policy at all times.
6. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
7. Participate in annual performance review and maintain own personal development file.
8. Ensures all written documentation is maintained in accordance with Clinic guidelines.
9. Co-operates with the rota scheduling.
10. Attends and participates in staff meetings.

***The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.***



**Personnel Specification**

CATEGORY	ESSENTIAL	DESIRABLE
<b>Knowledge and Experience</b>	<p>2 years receptionist experience in a service environment including experience of:</p> <ul style="list-style-type: none"> <li>• operating a switchboard</li> <li>• handling high call volumes</li> </ul> <p>Administration experience.</p> <p>Ability to record data accurately both electronically and in paper format.</p> <p>Ability to exercise tact, discretion and deal with confidential information.</p>	<p>Experience of working as a receptionist in a healthcare environment.</p> <p>Patient administration experience.</p>
<b>Education/ Qualifications / Training</b>	<p>GCSE English Language and Mathematics are Grades A-C (or equivalent)</p> <p>Computer Literate</p> <p>Proficient in the use of Microsoft Office.</p>	
<b>Other</b>	<p>The post holder will be required to be flexible in their working pattern to meet service needs.</p> <p>Satisfactory completion of the following checks:</p> <ul style="list-style-type: none"> <li>• References</li> <li>• Evidence of right to live and work in UK</li> <li>• Health screening</li> <li>• Qualification checks</li> <li>• Satisfactory *ACCESSNI clearance.</li> </ul> <p>Understanding of the need for discretion and confidentiality.</p>	



## Competencies:

- Ability to work in a team or independently
- Excellent communication and interpersonal skills
- Excellent customer care skills
- Problem solving

Please refer to our website <https://ulsterindependentclinic.com/jobs/policies> for the following policies in relation to your application:

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on Secure Handling, Use, Storage and Retention of Disclosure Information

\*Successful applicants will be required to have satisfactory Access NI checks. Having a criminal record will not necessarily be a bar to an applicant obtaining a position.

\*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

\*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

\*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>