



JOB DESCRIPTION

Job Title:	Receptionist/Telephonist – Bank Shifts: 07:00 to 17:00 and 14:30 to 21:00
Responsible to:	Operations Manager
Accountable to:	Matron / Chief Executive
Overall objective:	To provide a friendly welcome to all patients, relatives, consultants and visitors, assisting, directing and contacting staff in accordance with the purpose of the visit.

Main duties and responsibilities Telephonist

1. To operate AVAYA switchboard, dealing with “incoming” calls and obtaining “outside” connections as required.
2. To assist and direct telephone queries appropriately and efficiently.
3. To locate/contact key personnel and consultants as required
4. Receive and distribute incoming mail and internal post, redirect mail as required.
5. Receive and allocate daily papers to patients and departments
6. Respond to alerts as necessary and in accordance with hospital policy. Contact nurse-in-charge as necessary
7. Assist at reception as required.

Main duties and responsibilities Receptionist

1. Receive daily bed state/information pertaining to patient admission and discharges from Nursing Administration.
2. Greet patients and visitors as they arrive and complete the admission procedures with them, ensuring details are correct.
3. Inform ward staff and theatre staff of patient arrivals.
4. Print patient list in the evening indicating status.
5. Record census, providing the Company Secretary with end of month figures.
6. Issue meal tickets as per policy.
7. Check information in hand-over book/memo folder.



8. Order newspapers each evening
9. Receive flowers/gifts as delivered and arrange distribution
10. Prepare patient's documentation for next day's admissions as per procedure
11. Liaise with accounts staff if status of patient changes and ensure correct details are recorded
12. Liaise with Medical Reservations Office to process completed pre-admission forms, as per procedure.
13. Update consultant's details on record cards and medical staff list as required.
14. In absence of accounts staff, accept return of hired appliances and refund deposit as per procedure.
15. Assist telephonist as required.

General Duties

- Ensures all written documentation is maintained in accordance with Clinic guidelines.
- To assist with the introduction of new staff under the guidance and advice of the Operations Manager.
- Co-operates with the off duty scheduling.
- Attends and participates in staff meetings.
- Reads, understands and adheres to all Ulster Independent Clinic policies and procedures.
- Complies with the Ulster Independent Equal Opportunities Policy at all times.
- Attends all mandatory in-service training and lectures and other other training as deemed necessary for the role.
- Actively participates and contributes to the continuous improvement and future needs of the Department.
- Carries out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
- Co-operate with and communicate effectively with all users of service, being courteous and respectful at all times.
- Participate in annual performance review and maintain own personal development file.



- Is responsible for own professional development and maintenance of knowledge and skills according to professional guidelines (where relevant).

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
Knowledge and Experience	<p>1 years receptionist experience in a service environment including experience of:</p> <ul style="list-style-type: none"> • operating a multi-channel switchboard • handling high call volumes <p>Administration experience</p> <p>Ability to record data accurately both electronically and in paper format</p> <p>Ability to exercise tact and discretion and deal with confidential information</p>	<p>Patient administration experience.</p> <p>Experience of using an electronic patient management information system</p>
Education/Qualifications / Training	Basic literacy and numeracy skills, both verbal and written.	GCSE English Language and Mathematics at Grades A to C (or equivalent).
Other	<p>Computer Literate</p> <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"> • References • **Evidence of right to live and work in UK • Health screening • Qualification checks • Satisfactory *ACCESSNI clearance. 	



Competencies:

- Ability to work as part of a team and with minimal supervision
- Effective communication and interpersonal skills
- Ability to plan, prioritise and take responsibility for own workload.
- Patient focused
- Attention to detail
- The ability to follow instructions and procedures
- Flexible and adaptable to changing circumstances

Information for Applicants

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>

** You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.