

## **Job Description**

<b>Job Title:</b>	Radiology Administrator (including Receptionist duties)
<b>Responsible to:</b>	Radiology Administration Lead
<b>Accountable to:</b>	Radiology Lead
<b>Overall objective:</b>	To assist with both administration and receptionist duties in the Radiology department.

### **Main duties and responsibilities:-**

1. Attend Reception desk, register all patients on computer and print labels.
2. Receive telephone calls, e-mails and answer / redirect as appropriate.
3. Monitor the waiting area and notify Radiographer in charge of any difficulties or issues regarding patient management.
4. Provide patients with the relevant information regarding appointments, results and costings.
5. Access the in-house via the computerised patient booking/management system (CMS), Sage and RIS for relevant information.
6. Appoint patients / clients for imaging via the computerised patient booking/management system.
7. Ensure that request forms are filled in correctly, and arrange return to the referrer if they are incorrect
8. Liaise directly with all clinical staff to ensure patients are booked according to IRMER and MHRA regulations
9. To liaise with radiographers re urgent and emergency referrals.
10. Working independently to maximise the availability in each session by using all postponed and cancelled appointment slots
11. Prepare invoices and receive payments for self-funding and insured patients. Have an understanding of private medical insurance claims including preauthorisation, excesses and where applicable claim forms.
12. Issue imaging results to the relevant referrer.

13. Assist with the compilation of the monthly statistical spreadsheet.
14. Regularly review computerised system for outstanding invoices.
15. Respond to queries/complaints regarding the administrative function liaising with management as appropriate.
16. Ensure confidentiality of patient information in accordance with Clinic policies.
17. Assist with training of new staff as required.
18. Perform any other duties in the radiology department deemed appropriate to the grade by the Radiology Administration Lead.

### **General Duties**

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Undertake any educational programme deemed necessary and attend all mandatory in-service training and lectures.
3. Comply with the Ulster Independent Equal Opportunities Policy at all times.
4. Actively participate and contribute to the continuous improvement of the service in own work area.
5. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
6. Communicate effectively with all users of service, being courteous and respectful at all times.
7. Participate in annual performance review and maintain own personal development file.
8. Is responsible for own professional development and maintenance of knowledge and skills according to professional guidelines.
9. Adhere to and abide by professional code at all times (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
<b>Experience</b>	<p>Experience of frontline patient care.</p> <p>2 years + Experience in booking and processing appointments, through the use of a computerised patient booking/management system.</p> <p>Excellent MS office skills</p>	<p>Experience in the preparation of invoices.</p> <p>Experience in booking a high volume of medical appointments, through the use of a computerised patient/management booking system.</p> <p>Experience of working in an imaging department.</p> <p>Experience of switchboard duties in a patient care environment.</p>
<b>Education/ Qualifications / Training</b>	<p>5 GCSEs including English and Mathematics at Grades A-C (or equivalent).</p>	<p>Evidence of having completed formal training in the use of a computerised patient booking/management booking system.</p> <p>ECDL qualification</p>
<b>Other</b>	<p>Computer literate.</p> <p>Proficient in the use of a computerised patient booking/management system.</p> <p>The post holder will be required to be flexible in their working pattern to meet service needs e.g. shifts</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>	

### Competencies:

- Teamworking
- Strong Patient Focus
- Effective Communication and Interpersonal Skills
- Planning and Organising skills
- Accuracy and attention to detail
- Honesty and Integrity

### Information for Applicants

Please refer to our website <https://ulsterindependentclinic.com/jobs/> 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

\*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.