



**JOB DESCRIPTION**

**Job Title:** Appointments Clerk with Receptionist duties

**Responsible to:** Outpatients Sister

**Accountable to:** Chief Executive

**Overall objectives:**

1. To ensure all appointments for the outpatients department are made accurately.
2. To provide a professional and friendly welcome to all outpatients and an efficient check-in service so that the patient is facilitated in attending their appointment.

**Main duties and responsibilities: Appointments Clerk**

1. To communicate effectively to make accurate and timely appointments for all outpatients by telephone and in person.
2. Record all information relevant to bookings in a timely and accurate manner on the Patient Management System.
3. To liaise with consultants' secretaries regarding Clinic appointment lists.
4. To input consultants' list on computer as required.
5. To send medico-legal appointments to solicitors and appointments to patients as requested by consultants.
6. To print and check Clinic lists for consultants on a daily basis.
7. To sort Outpatient Department (OPD) mail daily and ensure adequate stationery stock.
8. To refer patients and queries to Senior Appointments Clerk and nursing staff as appropriate.
9. Attend Reception desk, register all patients on computer and print labels.



**Main duties and responsibilities: Receptionist duties**

1. Communicate effectively to explain the admission process, ensure all required information is recorded accurately and the patient understands which room to wait outside.
2. Answer any questions, liaising with nursing staff as appropriate. Demonstrate a professional and confidential manner at all times.
3. To receive telephone calls and deliver messages as required.
4. To direct patients to other departments and for other appointments as required.
5. To prepare documentation for completion regarding settlement of patient accounts and direct patients to accounts for assistance as appropriate.
6. To liaise with patient and consultants regarding waiting times.
7. To liaise with nursing staff if a patient has any special requirements, e.g. wheelchair.
8. To work with Sister/Nurse-in-Charge to ensure all consulting hours/procedures have been documented correctly.

**General Duties**

1. Read, understand and adhere to all Ulster Independent 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 in-service training and lectures.
5. Comply with the Ulster Independent 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. Is responsible for own professional development and maintenance of knowledge and skills according to professional guidelines (where relevant).
9. Ensures all written documentation is maintained in accordance with Clinic guidelines.



10. Co-operates with the off duty scheduling.
11. Attends and participates in staff meetings.
12. Adhere to and abide by professional code at all times (as applicable).

***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 making appointments using an electronic system.</p> <p>Experience of reception duties in a patient care environment.</p> <p>Ability to deal tactfully and efficiently with all service users, maintaining confidentiality at all times.</p> <p>Computer literate.</p>	<p>Proficient in the use of a patient management booking system processing medical appointments.</p> <p>Experience of working in an outpatient department.</p>
<b>Education/ Qualifications / Training</b>	GCSE English Language and Mathematics at Grades A to C (or equivalent).	ECDL qualification
<b>Other</b>	<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 prior to appointment:</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
- Patient Focus
- Effective Communication and Interpersonal Skills
- Excellent Planning, Prioritising and Organising Skills
- Accuracy and close attention to detail



### **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.