

Job description

Job title: Receptionist

Reports to: Designated Manager

Place of work: Minor Injuries Clinic, Felixstowe, Suffolk

Job Purpose

To assist in providing a comprehensive, reception/general administrative service and contribute to the smooth running of services. This will include evenings, weekends and Bank Holidays.

Main Duties & Responsibilities

- To be the first point of contact for internal and external callers and visitors.
- To receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way, projecting a positive friendly image either in person or via telephone.
- To deal appropriately with all telephone enquiries and face to face patient contact.
- Re-direct callers and service users, where appropriate in accordance with written protocols.
- Provide information or answer questions on routine matters
- Take accurate messages ensuring they are passed on in a timely manner
- Sort incoming post
- Accept deliveries and ensure they reach the relevant person/department.
- Print patient blood request forms and send text appointment reminders.
- Any other administrative task relevant to the area in which you are working.
- Keep waiting areas and notice boards clean and tidy

Other Responsibilities

- Report maintenance, cleaning, health and safety and other site issues in line with procedures keeping the line manager informed at all times.
- Be responsible for the efficient use of office equipment and supplies.
- Inputting onto various databases and systems, eg SystmOne. Booking, cancelling and amending appointments as required.

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on

appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

Organisation Structure Chart

