

Job description

Job title: Podiatry Receptionist

Reports to: Operations Manager

Working Location: Multiple Site Worker

Job Purpose

The post holder will provide receptionist support at the locations that are covered by Suffolk Podiatry, ensuring that the Podiatry Service can run smoothly and effectively.

Main Duties & Responsibilities

- To provide day to day responsibility for the reception area whether this is face to face or telephone/electronic contact
- To provide a competent, friendly, and welcoming first point of contact for patients, staff, and visitors, and for internal and external callers
- To accept deliveries, and to collect, open, date stamp, sort and distribute mail as appropriate
- To assist and re-direct callers and service users as appropriate
- To provide information or answer questions on routine matters
- To ensure that messages are passed on in an accurate and timely manner
- To provide efficient and effective administrative, word processing, data input and clerical support as required, inputting onto databases and systems within the required timescales and deadlines. As well as typing, photocopying, scanning, emailing, writing and distributing letters.
- To use SystmOne SMS texting/emailing to send and receive messages, photographs, letters, surveys etc. from patients and other stakeholders.
- To book/cancel/amend appointments, manage waiting lists and rotas, respond to tasks and messages, and to carry out other related administrative tasks on SystmOne in line with service standard operating procedures and as directed by line management. To input admin notes onto patient records as appropriate.
- To order stationery supplies for the reception area as appropriate using authorised providers
- To liaise with the relevant maintenance services/departments/organisations regarding buildings, property, fixtures, fittings, facilities, equipment, servicing and related activities in the

work location as required, reporting maintenance, cleaning, health and safety and other site issues as required.

- To maintain all patient/administrative/organisational information in line with current IG legislation, policies, procedure, and guidelines
- To demonstrate flexibility, ensuring adequate reception cover during staff absence
- To work in a holistic manner that recognises that service provision is wider than the immediate work location. This may include carrying out administrative tasks relating to locations other than the current/usual work location and providing support to the Podiatry Office administrative team as appropriate
- The post holder may be required to act as a fire warden or exercise other duties according to local agreement
- To participate constructively in the organisation's appraisal programme and to be prepared to contribute towards own CPD and to undertake any agreed development plan
- To ensure mandatory training is completed, in line with organisational policies and procedures
- To keep updated on all matters relating to policies and procedures, including reading organisational and service newsletters and other communications
- To manage room bookings through Open Space and submit weekly reports at majority of our locations

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.

Infection Prevention: Employees have a personal obligation to act to reduce Healthcare Associated Infections (HCAI's) and must attend mandatory training in infection prevention and control. You must comply with SGPF Infection Control policies as they apply to your duties, including the Hand Decontamination Policy, Dress Code and Personal Protective Equipment Policy.

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: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. 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 and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do

Organisation Structure Chart

