

JOB DESCRIPTION

Job Title:	Receptionist – Linton House
Main Place of Work:	Linton House Clinic, Thirlestaine Road, Cheltenham, GL53 7AS
Responsible to:	Head of Business Administration
Accountable to:	Chief Executive
Job Purpose:	To provide a high quality, professional reception and administrative service to patients, colleagues, healthcare professionals and others. To act as the first point of contact for patients attending the Imaging Centre and Rapid Access Clinics and to represent the charity in a professional manner in line with Cobalt values.

Key areas of responsibility will include:

Operational Duties

- To greet patients and visitors to the Imaging Centre and Rapid Access Clinics in a warm, friendly and professional manner
- To operate the patient administration system (PAS) in arriving patients for their appointment, record accurate payment details and confidential patient information
- To receive, assess and prioritise patient referrals and to forward to the appropriate clinician for protocol
- To answer telephone calls, enquiries and e-mail enquiries and respond appropriately
- To liaise between doctors, consultants, healthcare professionals and patients as required
- To preserve the privacy, dignity and confidentiality of patients
- To liaise with secondary care providers and healthcare transport services as appropriate
- To assist colleagues and provide additional clerical support
- To be responsible for postal services such as franking, special delivery, recorded delivery; ensure sufficient funds to the franking machine and replenishing as necessary
- To ensure the patient waiting area is kept clear of obstructions and maintain a clean and tidy environment for the patients' comfort
- To maintain the health and safety of all patients, visitors and colleagues
- To share responsibility for maintaining and encouraging adequate security and safety for staff and service users
- Any other such duties as may reasonably be requested commensurate to the post

Specific Responsibilities

- To support the management of the rapid access clinics
- To provide administration support services to visiting consultants operating their specialist private clinics
- Liaising with consultants' private secretaries to manage an effective patient pathway for the rapid access clinics
- To provide a bookings service for rapid access patients to diagnostic imaging
- Support specialist breast clinic services, receiving referrals, processing complex information, contacting patients to arrange time specific imaging appointments, liaising with consultant breast radiologists, healthcare professionals and support staff, MRI superintendent and radiographers

Management of Resources

- Collectively to share responsibility for monitoring and maintaining adequate stock levels of patient information leaflets, stationery, IT consumables

Line management

- There is no line management responsibility associated with this post

Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure

Personal Development

All Cobalt staff are required to participate in the organisation's annual appraisal review scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

Health and Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

- To be aware of responsibilities for infection prevention and control.
- Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with.
- Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Disclosure and Barring

All appointments are subject to a satisfactory check by the Disclosure and Barring Service. Failure to disclose any previous convictions or cautions may result in the withdrawal of the post or termination of contract

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (cpd) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health

Person Specification

Qualifications	Essential	Desirable
Minimum 5 GCSE's at grade C or above to include English and Mathematics or equivalent	✓	
Professional receptionist/customer service qualification		✓
Knowledge and experience	Essential	Desirable
Experience of working with members of the general public	✓	
Knowledge of healthcare administrative procedures and systems		✓
Experience of patient/customer problem solving	✓	
Experience of working in a healthcare environment		✓
Experience of order processes, invoicing, cash handling		
Skills and abilities	Essential	Desirable
Excellent verbal and written communication	✓	
Strong influencing and arbitration skills	✓	
Confident IT skills	✓	
Excellent interpersonal skills	✓	
Ability to receive and deal appropriately with sensitive and highly confidential information	✓	
Exercise fair judgement and analyses in dealing with patient enquiries	✓	
Provide advice, information and guidance to patients, carers and relatives about appointments	✓	
Personal attributes	Essential	Desirable
Well organised and confident with excellent interpersonal and communication and literacy skills	✓	
Flexible temperament towards working hours – this role includes working variable hours by shift to include weekend working	✓	
Innovative, open-minded and creative	✓	
Ability to maintain confidentiality	✓	
Respectful of others in treating them how you would want to be treated	✓	
High level of professional integrity		
Motivated commitment to continuing professional development and self-improvement	✓	