



Job Description

Job Title: NCSEM Receptionist

Responsible To: Assigned Duty Manager

Place of Work: Based at Concord Sports Centre but may be required to work at any site where the Company operates should the need arise.

Purpose of Job:

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Provide general assistance to all members of the clinical team and project a positive and friendly image to patients and other visitors, either in person, via the telephone or by any other communications means.
- This post requires no direct supervision and involves working on own initiative.

Key Responsibilities:

1. Administration

- To have a thorough knowledge of all the general practice procedures.
- To work in accordance with written procedures.
- Marrying up and scanning/faxing records as directed by clinicians.
- Fax and photocopy as requested and processing any incoming correspondence, including email.
- Open and distribute incoming mail manually and electronically.
- Responsible for outgoing mail being processed daily.
- Responsible for completion of assigned daily duties as per rota.
- Distribution of items requiring action from clinicians.
- Process documentation supporting/promoting physical activity.

2. Reception

- Ensure an effective and efficient reception service is provided to patients and other visitors to the practice.
- Deal with the general enquiries, explain the purpose of the clinic and follow up on interest.
- Using your own judgement and communication skills to ensure that patients who are late or unable to make their specific appointment are dealt with to establish a appropriate result.
- Explain practice arrangements and formal requirements to new patients and those seeking further information, additionally ensuring the 'Move More' objective has been explained.
- Be able to cover all reception position as necessary.
- Ensure Reception and waiting areas are kept neat and tidy.
- Re stocking of general information leaflets as appropriate.

- Prepare lists and notes for all clinics held, ensuring completion of all associated paperwork.

3. Appointments

- Process appointment requests for on the day and future appointments as and when required.
- Follow STH protocols on the process for patients that are late for appointments.

4. Computer

- Registration of attending clinics-computer data entry and medical records on System One.
- Process patient personal information including address changes.
- Scanning/faxing of all relevant correspondence to the specific clinical departments as required by lead Clinicians.
- Back up daily the appointment book and reference to the MRM booking system.

5. Telephone

- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt delivery.
- Have a working knowledge of the telephone system.
- Telephone calls should be answered within four rings

6. Other Tasks

- Open up premises at the start of the day, making all necessary preparations to receive patients.
- Ensure all Health and Safety checks are undertaken within the desired timescales as indicated within the daily operations guide.
- When last to leave at the end of the clinic, ensure all lights are off and the shutters are down, turning all electrical equipment off.
- Make and serve drinks to patients and Clinicians as and when necessary.
- Assist in training any new staff in the clinical systems and administrative process and procedures associated with the role.
- Ensure all Mag card passes are signed back in and placed into the designated safe.
- Deal with any patient complaints where possible, or direct to the service heads/NCSEM operations Manager.

7. Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues and other healthcare workers or the business of the clinic may only be divulged to authorised persons in accordance with Sheffield Teaching hospitals code of practice policies and procedures relating to confidentiality and protection of personal and sensitive data.
- The General Data Protection Regulation 2016/17 regulations should be embedded into the daily operational standards at all times in line with SIV/STH practice and protocols.

8. Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

9. Customer

- To establish and maintain excellent standards of customer care at all times.
- To ensure that every customer receives personal recognition throughout the whole process.

10. People

- To work as a member of the reception team, working proactively with other members of staff in all other areas of the Clinic.
- To ensure that on a day to day basis that you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
- To ensure your personal hygiene and uniform meets the standards set by the centre at all times.
- To attend relevant staff training set out by the relevant Manager even if said training is outside of normal working hours.

11. Financial

- To undertake the responsibility of cash handling ensuring that security of monies is paramount and meets the company's cash handling policies and procedures.
- To be able to justify all cash transactions individually undertaken.

12. Health and Safety

- Using personal security systems within the workplace according to best practice guidelines.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way free from hazards.
- Actively reporting of Health and Safety hazards and infection hazards immediately when recognised.
- Adhere to the Company's health and safety policy and procedures at all times.
- To ensure the Centre complies with all current Health and Safety legislation.
- To report immediately any areas of concerns to either a line manager or Duty Manager.
- To report all defects/breakages to the line manager.
- Attend all health and safety training when required including outside normal working hours.
- To have up to date knowledge of all emergency procedures operated from Reception.