

## Job description

<b>Role:</b>	Receptionist (part-time)
<b>Function:</b>	Hospital
<b>Reports to:</b>	Reception Supervisor
<b>Direct Reports:</b>	Reception Supervisor
<b>Key Contacts:</b>	Departmental Managers, Multi disciplinary team, Consultants, Customers and Patients
<b>Location:</b>	The Foscote Hospital, Banbury

Staff Member	
Contracted Hours	17.5 hours per week

### Role Profile

Under the direction of the Reception Supervisor to work as part of a cohesive and collaborative reception team in providing consulting rooms and front of house services in the face of the changes and challenges posed to the Independent sector

To co-ordinate the reception services

To help effectively manage the department's resources ensuring there is a receptive team that delivers quality care.

### Key Accountability

#### Business Planning and Service Development

- Support the Reception Supervisor in the development of operational policies for reception in alignment with the hospitals requirements
- Build sound working relationships with all consultants by being proactive in establishing mechanisms for involving them in the evaluation and development of the reception service.

## Operational Management

- In conjunction with the Reception Supervisor ensure that services and resources within reception are managed within the defined budget
- There are sound working relationships with all consultants by being proactive in establishing mechanisms for involving them in the evaluation and development of the service
- You provide a positive role model, which will enhance the team's reputation
- There is effective communication mechanisms to ensure that all staff are kept updated on and involved in developments both locally and nationally that impact on them

## Quality, Clinical Governance and Risk Management

- To support staff in developing and monitoring clinical governance processes to deliver continuous quality improvement focusing on the fundamentals of care.
- To participate in the investigation of complaints and incidents in accordance to The Foscote Hospital Policies, and to provide appropriate responses and reports as required
- Demonstrate an ongoing commitment to patient centered values and systems
- To be responsible for all legislative obligations, including Data Protection Act, the Health & safety at Work Act, COSHH
- Adhere to Foscote Hospitals procedures, guidelines and standards
- Participate in the maintenance of CQC Registration
- Ensure that suitable standards of hygiene and cleanliness are maintained.

## Key Performance Indicators

- Ability to meet objectives of last appraisal
- Delivery of a high standard of care – measured by regular audit

## Knowledge, Skills & Qualifications

- Educated to GCSE level or equivalent

## Skills and Knowledge

- Competent IT skills
- Methodical and numerate
- Excellent communication skills (verbal and written)
- Organisational skills
- Meeting deadlines
- Working within a multi-disciplinary team
- Decision making ability
- Effective problem solving techniques
- Experience:
- Customer service experience
- Previous experience in a healthcare environment or equivalent (desirable)

## Key Capabilities

- **Think Customer:** The ability to understand our existing and potential customers' needs and wants, and exceed their expectations through excellent service
- **Leadership:** The ability to develop a compelling sense of purpose and direction, to motivate others to align their effort to its achievement and to create an open and trusting environment.
- **Impact and Influencing:** The ability to persuade, convince, influence and impress others, to enable progress and deliver success.
- **Be Self-aware:** Has a high degree of self-awareness and maintains a calm demeanour in stressful and challenging situations.
- **Be One Team:** The ability to gain an understanding of the needs of others, build strong relationships and drive action that is mutually beneficial for both individuals and the company.
- **Develop and Coach:** The ability to support and encourage the development of others to fulfil overall potential in a way that benefits the individual and enhances business performance.
- **Innovate and Change:** The ability to generate new ideas, possibilities and creative alternatives to enhance overall quality and performance, and lead implementation to deliver benefits in full.

## Additional Information

- The content of the job description is not exhaustive and the post holder may be required to undertake additional duties, which fall within their scope of practice.
- The job description reflects the overall scope and responsibilities of the role. All roles evolve and this job description will therefore be subject to periodic review and change if required.

## Key Tasks

- To ensure that outpatient clinics run smoothly, ensuring that all patients have checked in at reception, that we have all of their personal and accounting details, and that they are up to date and correctly entered onto the system.
  - To ensure the reception area and consulting rooms are tidy and presentable at all times.
  - To support the Business office by taking payments from patient, in cash, card and Cheque, either over the phone or face to face, ensuring the correct paper work is completed, up to date and matching transactions, keeping a note of all outpatient clinics start and finish times to enable the business office to charge the consultants room hire fee's.
  - To ensure all Mandatory training, both electronic and practical is up to date.
  - To follow the correct procedures on reception, including the opening and closing procedures.
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## To be signed by the successful applicant

### I have read, understood and accept this job description

Name:

Signature:

Position:

Date: