THE ULSTER INDEPENDENT CLINIC

JOB DESCRIPTION

Job Title: Outpatients Receptionist
BANK HOURS

Responsible to: Outpatients Department Sister

Accountable to: Chief Executive

Overall objective: To provide a professional and friendly welcome to all outpatients and an efficient check-in service so that the patient is facilitated in attending their appointment.

Main duties and responsibilities:-

1. Attend Reception desk, register all patients on computer and print labels.

2. Communicate effectively to explain the admission process, ensure all required information is recorded accurately and the patient understands which room to wait outside. Answer any questions, liaising with nursing staff as appropriate. Demonstrate a professional and confidential manner at all times.

3. To receive telephone calls and deliver messages as required.

4. To direct patients to other departments and for other appointments as required.

5. To prepare documentation for completion regarding settlement of patient accounts and direct patients to accounts for assistance as appropriate.

6. To liaise with patient and consultants regarding waiting times.

7. To liaise with nursing staff if a patient has any special requirements, e.g. wheelchair.

8. To work with Sister/Nurse-in-Charge to ensure all consulting hours/procedures have been documented correctly.

9. To make appointments when required in conjunction with Appointments staff.

General Duties

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures at all times.

2. Comply with the Ulster Independent Equal Opportunities Policy at all times.

3. Attend all mandatory in-service training and lectures.

4. Actively participate and contribute to the continuous improvement of the service in own work area.

5. Adhere to and carry out all duties & responsibilities in accordance with hospital Health & Safety policies and statutory regulations.

6. Co-operate with and communicate effectively with all users of service, being courteous, respectful and ensure confidentiality at all times.

7. Ensures all written documentation is maintained in accordance with Clinic guidelines.

8. Co-operates with the off duty scheduling.

9. Attends and participates in staff meetings.

10. Participate in performance review and maintain own personal development file.

11. Responsible for own professional development and maintenance of knowledge and skills according to professional guidelines (where relevant).

12. Adhere to and abide by professional code at all times (where relevant).

13. Perform any other duties in the department deemed appropriate to the grade by the OPD Senior Sister.

The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.

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Personnel Specification

Notes to applicants:
You must clearly demonstrate on your application form how you meet the required criteria, as failure to do so may result in you not being shortlisted.

Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note UIC reserves the right to use any desirable criteria outlined at shortlisting.

CATEGORY	ESSENTIAL	DESIRABLE
Experience	Experience of reception duties. The proficient use of an Electronic Booking / Checking in system	Experience of reception duties in a patient care environment. Proficient in the use of an Electronic patient management booking / checking in system processing
Education/ Qualifications / Training	GCSE English Language and Mathematics at Grades A to C (or equivalent) Computer literate.	Evidence of having completed formal training in a patient management booking system. ECDL qualification
Other	The post holder will be required to be flexible in their working pattern to meet service needs e.g. shifts Satisfactory completion of the following checks: • References • Evidence of right to live and work in UK (refer to Right to Work Checklist)** • Qualification checks • Satisfactory *ACCESSNI clearance.	

Competencies:

- Ability to work in a team or independently
- Excellent customer care skills
- Effective communication and interpersonal skills
- Good planning and organisational skills
- Accuracy and attention to detail

Information for Applicants

Please refer to our website for the following policies in relation to your application:

https://www.ulsterindependentclinic.com/careers

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on handling & storage of information

*Applicants can obtain information about AccessNI at the following website address:
https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks

*AccessNI Code of Practice at the following website address:
https://www.nidirect.gov.uk/publications/accessni-code-practice

*AccessNI Privacy Notice at the following website address:
https://www.justice-ni.gov.uk/publications/ani-privacy

**You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.