

**JOB DESCRIPTION**

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| **Job Title:** | **Clinic Receptionist – 3 month Fixed Term Contract** |
| **Department:** | **Clinic Reception** |
| **Manager:** | **Head Receptionist** |
| **Hours (afternoon/evening):** | **19/5 hpw – Tues-Thurs 2.00-9.00pm (1/2 hr break)** |
| **Salary:** | **£8.91/hour** |

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| **Job summary:**  We are looking for someone to provide a professional, effective reception service to patients, tutors, students and staff at the ESO’s clinic in Tonbridge Road, Maidstone. The candidate must have an excellent understanding of computers. |

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| **Key responsibilities**   * Log and deal with answerphone messages. * Allocate student observers to clinic tutors. * Answer telephone – book appointments and where possible, answer enquiries from students and patients or refer enquiries on to other members of staff better placed to deal with particular issues. * Welcome patients; notify arrivals and take and log payments. Ensure patients have entered their car registration into system at Reception. * Enter patient details onto Clinic Office. * Manage computerised booking system. Allocate students and Clinic Tutors to patients and re-allocate students in the event of absence. * Record all cancellations, missed appointments and other particulars. * Distribute new patient and reconsultation patients consent forms for signature. Ask patients to complete feedback form when appropriate. * Recording NP/RE numbers for students. * Locate case history notes for each session, update and file away case history notes at end of the session. Archive and update case history notes when necessary. * Book follow-on appointments for patients. * Balance clinic takings at end of the session. * Preparing and running reports when necessary. * Closing Clinic - lock all doors and windows in both buildings; change sheets on beds for next day. * End of day filing. * Alarm both buildings. * All Receptionists are required to provide cover as far as practicable for other receptionists’ absences (including evenings) and to attend Staff Meetings as required (including Tonbridge Road and Boxley). * Anything else that may reasonably be required to assist in the running of the Clinic Reception. |

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| **Key relationships:**   * Reception Team * Patients * Students * Tutors |

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| **Committee attendance:**   * None |

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| **Signature of role holder:** |  |
| **Name of role holder:** |  |
| **Date:** |  |

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| Clinic Receptionist - Person Specification | | | |
|  | Essential | Desirable | How assessed |
| **Qualifications** |  |  |  |
| GCSE English and Maths (Grade C) or equivalent |  |  | CV |
| **Experience** | | | |
| Full training will be provided, so relevant experience is not essential. More importantly we are looking for someone who is going to work well as part of a team, who is keen to learn, enthusiastic and confident in using computers and dealing with the general public |  |  | CV, interview and references |
| Experience of working as a receptionist |  |  |
| Awareness of Health and Safety |  |  |
| Good IT Skills |  |  |
| Experience with customer service |  |  |
| Awareness of Data Protection Legislation |  |  |
| Experience of working in a healthcare setting |  |  |
| Experience of working with Clinic Office |  |  |  |

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| **Personal and Professional skills and attributes:** | | | |
| Excellent interpersonal and communication skills. An ability to communicate effectively at all levels (both verbally and in writing) |  |  | CV, interview and references |
| Strong team player |  |  |
| Attention to detail |  |  |