

Job Description

Job Title:	Administration Assistant/Senior Receptionist
Base:	5 Huxley Road, Research Park Guildford
Managed by:	Director or his designated manager
Accountable to:	The Director

Job Summary

The Surrey Cardiovascular Clinic was established in 2006 and provides a specialised service for patients with cardiovascular disorders. The clinic operates 4 clinic rooms and 3 specialised investigation areas, offering outpatient consultation and tests.

The post holder will have a range of duties including meet and greet patients/clients, operate the electronic diary and booking systems, answer the telephone and assist with sending out appointment letters. In addition the post holder will be team leader for all other receptionists and will carry responsibility for managing their area.

Key Tasks

- Reception duties: meet and greet patients, registering their arrival on the electronic booking system. Answer telephone and take messages
- Take bookings and schedule outpatient appointments and investigations
- Arrange clinic rooms for Doctors, making sure all forms and papers and clinic list are available. Change paper on couch between patients
- Scanning and processing of incoming paper documents. Reading of incoming email and fax, sorting and forwarding as required
- Basic Hospitality: offering beverages and assistance where required
- Take card payments
- Operation of electronic diary and bookings
- Downloading of all ambulatory physiology recordings
- Liaise with colleagues to provide receptionist cover and coordination of annual leave
- To agree goals, targets and run audits of reception activities to help maintain high standards

This is not an exhaustive list of duties and the post holder will be expected to undertake other duties within the area as required.

Ability to work flexibly may be required, i.e. evenings, weekends, to meet the requirements of the job description

Main duties and Responsibility

Reception

- If 1st to arrive, to open up the clinic, disable the alarm system and prepare the premises for the day, making sure that the computers, air conditioning and lighting are switched on and the patient files are prepared in each clinic room
- To meet and greet each patient on arrival, providing basic hospitality including assistance if disabled, explaining layout of premises, including location of WCs, Fire exit, drinks machine and/or offering beverages where appropriate
- To register the arrival of the patient on the electronic booking system, and inform the Nurse or Doctor where necessary
- To ensure all patients seen at SCVC are registered appropriately
- Operate the clinic scanning system, scanning all relevant documents into the clinical records system as required
- To answer the telephone in a professional manner – in line with clinic policy, keeping call times to a strict minimum, dealing with enquiries on bookings, taking messages onto paper or electronic records as necessary, taking bookings and appointments in an efficient and timely manner.
- Issue appointments (by post, phone sms text messenger system and email) as required
- Operating a cash register and credit card payment system
- Complete and issue Clinic invoices as required
- To handle all incoming ambulatory devices, or electronic dataset, logging safe return of equipment, connecting each device to the PC, and downloading data, so that it can be viewed within the electronic patient record by the reporting cardiologist

Admin

1. Check incoming outsourced transcription, and merge with main electronic record for dispatch
2. Locating medical records
3. Preparing clinics lists
4. Filing and archiving
5. Stationary supplies ordering and stock check

Management duties

In addition to reception duties, you will be **team leader** for a group of other receptionists, being responsible for :

1. The reception desk Duty rosta
2. Coordination of annual leave cover- its coordination and ensuring appropriate cover is provided
3. Coordination of training to make sure new members of staff receive appropriate training on our systems
4. Audits (eg what proportion of patients have completed registration forms)

Other duties

1. The clinic requires all staff to undertake level 1 basic life support

2. You will be required to record and download all ambulatory physiological measurements passed to reception desk either by patients personally or via email, and file these appropriately, then pass on the data in viewable format to the reporting Physician

Special Responsibilities and Confidentiality

To abide by the Data Protection Act (1998), ensuring proper use of computer terminal, logging in and out of the medical records and minimising unauthorised access. Keeping password and login routine secure at all times.

Respecting patient privacy and ensure safe practice. In caring for patients and clients you must:

- Respect the patient or client as an individual
- Protect confidential information
- Co-operate with others in the team
- Be trustworthy
- Act to identify and minimise risk to patients and clients

Be aware of policy on fire, manual handling and security.

To be responsible for checking all windows are secure and building made secure by whoever is last to leave, and that the alarm is activated

Your Training

It is recognised that training will be required in some aspects of this post.

Terms and Conditions

Your terms and conditions will be determined by the Clinic and its Board. The SCVC aims to promote equality of opportunity for all with the right mix of talent, skills and potential. As such we welcome applications from diverse candidates. All applicants who are offered employment will be subject to criminal record check; this will include details of reprimands or final warnings as well as convictions

Salary:	£7-11.0 per hour depending on experience
Duration:	12 months
Hours:	37.5 hours per week
Annual Leave:	Paid Annual leave entitlement for the full year 1 Oct – 31 st Sept is 20 days per annum (plus Bank Holidays)
Bank Holidays:	Full time employees are entitled to an additional 8 bank holidays per year. Bank holidays for part time employees are pro-rated and included into your annual leave entitlement.
Notice Period:	One month on either side after four weeks employment

A job plan/timetable is attached as an illustration. Depending on the clinic timetable you may be expected to start work and finish later on some days. Please note that you are paid on a 7 ½ hour working day with ½ hour of unpaid breaks each day, making 8 hours per day . You will be expected to take your 30 minute break each day. You can work flexibly by arrangement with Director, taking time back for longer days if appropriate on quieter days, but you must not accumulate days in lieu over greater than 4 weeks and expect to have extra days of full paid leave as a consequence

You will be paid monthly on the last wed of the month by BACS. The clinic operates a PAYE system and payroll via Stanbridge Associates, who will organise NI contributions.

The clinic does not operate a pension system for staff, but can recommend a suitable stakeholder pension .

Sickness benefit is as for statutory sickness benefit

Statement

The Surrey Cardiovascular Clinic is a dynamic organisation, consequently in discussion with the post holder this job description may be altered from time to time

The Clinic is committed to acting with honesty, with integrity and in an open way. The Director is responsible for ensuring that the Clinic services are managed in this way. All of us are expected to be familiar with the Clinic Standards, Policies and procedures as they relate to our work and further details are available from your manager or can be viewed on the clinics intranet.

Under the Health & Safety at Work Act 1974, all of us have a duty:

- To take reasonable care of ourselves and others at work

- To co-operate in meeting the requirements of the law

Further details are available from the Clinic's Health & Safety Advisers.

Confidentiality and Responsibilities:

All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Act (1998). Further details are available from the Trust's Data Protection Act Designated Officer.

Password security is of vital importance in protecting data held on computer. Any member of staff who divulges their personal password will be subject to disciplinary action and may be dismissed.

Travel expenses

For clinic business will be paid at standard rates (equal to those given for NHS)

Parking

There are 11 allocated parking slots outside the clinic for patients and visiting consultants only, but staff may use these on days when no clinics are being run, Staff will be given a parking permit for parking in the research park or on the perimeter road rather than in clinic's space, so that there is room for patients and visiting consultants to park in these allocated spaces

Mission & Philosophy:

At the Surrey Cardiovascular Clinic our aim is to provide patients with a high standard of team-based medical, nursing and technical care with efficient administrative support. Early diagnosis or detection of heart or cardiovascular disease together with treatment and health advice will provide our patients with an excellent clinical service under one roof.

- We put our patients first
- We treat everyone with respect and dignity
- We work purposefully and responsibly
- We are dedicated to continuous improvement
- We work in effective and efficient partnership and team

I have read and agreed this job description

Signed: Date:.....
(Employee)

Signed: Date:
(Director)

Date Job Description Produced: 20/10/2009 EWL
Reference Number:

Person Specification

Attributes	Essential	Desirable	A	I	P
Education	GSEs	2 A levels or equivalent	✓		
Skills	Excellent organisational skills communication and interpersonal skills, verbal, written and presentational Competent use of PC (Word processing) Familiar with Exel Good administration skills and accurate record keeping	MVQ	✓ ✓ ✓ ✓	 ✓ ✓ ✓	
Experience	Previous Reception Experience		✓		
Personal Qualities	Good interpersonal skills (ability to communicate with patients and other staff members) Flexible Professional Mature attitude to work Highly motivated Ability to work without direct supervision Good team member		 ✓ ✓	✓	✓ ✓ ✓ ✓ ✓ ✓

Key: A-Application Form I-Interview P-Presentation