

# JOB SPECIFICATION



**POST TITLE:** Receptionist

**RESPONSIBLE TO:** Hospital/Care Home Manager/Hospital Administrator

## **JOB DESCRIPTION**

### **PURPOSE AND SUMMARY OF JOB:**

To provide a professional, efficient and courteous service for all internal and external communication with the hospital and provide a supportive administrative role to the hospital. Switchboard, Keys, Door Fobs, Panic alarms, Visitors, Airlock Management, Communicating messages.

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. Promote and ensure the good reputation of the Hospital/Care Home. To act as a positive role model, maintaining and demonstrating a positive attitude towards patients/residents, their families, visitors and other staff.
2. Answering and transferring all incoming calls to the hospital/care home and taking messages where appropriate.
3. Greeting visitors to the hospital and ensuring that the staff member concerned, or patient/resident and Nurse in Charge or Team Leader is informed of the arrival, ensuring that all visitors sign in and out of the visitors book. Visiting book should be checked periodically to ensure that it is up to date with arrivals/departures.
4. Ensuring that all panic alarms are tested prior to being dispensed to staff and visitors.
5. Ensuring that all staff members who may relieve you during your shift are familiar with the "Emergency Procedure for Receptionist" should the emergency bells sound. Ensure that the evacuations/emergency and fire drill register is completed in a timely manner.
6. Ensuring all keys, door fobs and panic alarms are returned after use.
7. Sorting and distributing of post for patients/residents and staff.
8. Assisting the Hospital/Care Home Administrator in general office duties as required, this may include faxing, typing and filing.
9. Ensuring that the Telephone Extension and Staff List are kept up to date.
10. Typing reports for Doctors and nurses.
11. Taking and typing meeting minutes.
12. Management of the airlock (letting visitors, patients, staff and contractors in and out of the building).
13. Audits and action planning.

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14. To undertake other duties as may be required from time to time by the Hospital/Care Home management.
  15. Operate office equipment such as fax, photocopier and computer as required, as well as supply administrative services to the Hospital/Care Home Manager as required.
  16. Answer the telephone and respond to all enquiries in a friendly and efficient manner.
  17. Ensure all equipment is clean and well maintained.
  18. Maintain stationery supplies, ensuring this is in line with the Hospital/Care Home budget for stationery.
  19. Provide cover for the Hospital/Care Home Administrator in times of absence.

## **Communication**

20. Advise the Hospital/Care Home Manager of any incident / accident and status of any clients whose care/health is causing concern.
21. Participate in staff and patient/residents meetings and attend training sessions as required.
22. Maintain complete confidentiality of all matters concerning the Hospital/Care Home, Patients/Residents, Staff and related work.
23. Notify the Hospital/Care Home Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.

## **Marketing**

24. Actively market the Hospital/Care Home and promote a positive personal / professional profile within the local community.

## **Training & Development**

1. Teach and by example, train junior and new staff members in all aspects of this work in the hospital, giving help and guidance where appropriate and assist in keeping records up to date.

## **Health & Safety**

2. Report immediately to the Hospital/Care Home Manager any illness of an infectious nature or accident incurred by a Patient/Resident, Colleague, self or another.
3. To support the development of the process, practice and delivery of My Path and Recovery.
4. Understand and ensure the implementation of the Hospital/Care Home's Health and Safety Policy, Emergency and Fire Procedures.

## General

5. To demonstrate non-discriminatory practice in all aspects of work.
6. To assist in ensuring quality targets are met in accordance with agreed standards.
7. To participate in agreed systems of appraisal and individual performance review with the role of employee.
8. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.
9. Ensure the security of the Hospital/Care Home is maintained at all times.
10. Adhere to all Group policies and procedures within the defined timescales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.
11. Undertake other duties, as required, by the Head of Care or Hospital/Care Home Manager.

## PERSON SPECIFICATION

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

(Essential criteria for this are shown in **bold**)

### Knowledge

1. Understanding of Mental Health Issues
2. **Computer literate – including Windows/Word/Excel/Outlook or equivalent**
3. Knowledge of telephone systems

### Skills

4. **Good numerical and word processing skills in particular Word 6.0**
5. **Good communication skills**
6. Ability to be a Team player as well as work under your own initiative
7. **Eye for detail ensuring accuracy**
8. **Understanding of confidentiality**
9. **Good Organisational Skills**

# JOB SPECIFICATION



- 10. Ability to co-ordinate
- 11. Ability to Work well under pressure
- 12. Self starter
- 13. Willing to undertake training courses relevant to the job role in order to maintain skills and knowledge.

**Qualifications**

- 14. **GCSE Maths and English or equivalent level of numeracy and literacy.**
- 15. NVQ Level 2 in Administration or equivalent
- 16. Willing to undertake training courses relevant to the job role in order to maintain skills/knowledge.

**Experience**

- 17. **1 – 3 years or more Administration/Reception Experience or evidence of the same, including report preparation; organising meetings; liaising with customers/clients.**
- 18. Worked in a Healthcare environment, working with medical practitioners.

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Please add signature and date indicating acceptance of this Job Specification.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....