

## Job Description

<b>1. Job description</b>	
Job Title:	<b>Reception Administrator</b>
Band/Grade:	<b>Band 4</b>
Hours of Work:	<b>37.5 per week as per Rota , including weekends and bank holidays</b>
Accountable to:	<b>Front of House Supervisor &amp; Deputy Head of Patient Services</b>
Responsible:	<b>Front of House Team Leader</b>
Department:	<b>Front of House</b>
Job Reference:	
Last Update (insert Date):	<b>January 2022</b>
Disclosure and Barring(DB) Check Required:	<b>Yes</b>

<b>2. Job Purpose</b>
<p>To perform all administration duties within the Business Service Outpatient department with the aim of ensuring all patients, visitors and staff receive a warm, professional and courteous welcome on arrival in a clean and tidy reception area at all times. Staff must be an Ambassador of the Hospital values.</p> <p>These duties include but are not limited to these below –</p> <ul style="list-style-type: none"> <li>• Ensure all patients are registered and the minimum data set captured and updated on the IT system</li> <li>• To ensure a first class service is delivered</li> <li>• Cashiering duties and Policies are adhered too</li> <li>• Hospital fees are invoiced and payment taken and records updated</li> <li>• Liaise with nursing staff to ensure smooth running of clinics and have up to date information on what is happening within the department.</li> <li>• Training of new staff on processes and systems within your area</li> </ul> <p>The duties listed above should be carried out in accordance with policies and procedure:</p> <p>To be fully versed on all the policies &amp; procedures relating to the department in which you are working and play an active part in ensuring you are advising patients of these as and when necessary.</p>

<b>3. Organisational Structure</b>

<b>4. Role of department</b>
<p>As an organisation we would expect that all staff working on administration areas should always demonstrate a commitment to providing an excellent service that is sensitive, putting others before themselves with care and consideration.</p> <p>The administration team is responsible for meeting the needs of anyone who walks through the main</p>

door. Services are provided to both outpatients and inpatients, guests of those patients or of the staff, and various contractors that work within the hospital.

At present this department covers the following services:

- GER Administration
- Casualty First Administration
- Physio and Cardio Administration
- Outpatient Services Administration
- Registration of Patients
- Cashiering

## 5. Responsibilities of Post

### Key Tasks

#### Communication

- Receive patients, clinicians, staff and other visitors to the Hospital in a welcoming and professional manner.
- Act in a manner as to maintain and protect patient confidentiality at all times
- Proactively deal with potential situations of conflict to diffuse and prevent patient complaints.
- Promote the work of the Hospital by contact with potential users and by ensuring customer satisfaction.
- Wear a clearly visible Identity Badge and Uniform in the workplace at all times

#### Administration

- Undertake all aspects of patient registration, charging and examination scheduling using the hospital PAS systems, ensuring that all data is correct and up to date in accordance with hospital/departmental protocols.
- Preparation of outpatient & diagnostic clinics (data entry onto Hospital patient management system and printing of relevant paperwork)

#### Registration

- Patient details captured in line with minimum data set and updated all personal details (including funding details) on registration form and agreeing to the Hospital's terms & conditions.
- To verify insurance cover or 3<sup>rd</sup> party clients, and guarantors' status.
- Ensure credit/debit card details are obtained before commencement of any treatment. If appropriate pre-authorization of a set fee taken
- Ensuring all clinics are maintained and updated, during shifts
- To file away all copies of registration forms in accordance with department policy, attaching any relevant letters of guarantee as well as following GDPR data protection.
- Clear and Concise communication with patients and nurses, and scripting accordingly

#### Cashiering

- Checking charge sheet and payment type to ensure all charges are captured in the system before raising invoice to patient, then taking payment for self funding patients on the day
- Investigating any account queries relating patients accounts, or assisting other departments in account queries
- Be confident in cash handling, adhering to departments policies and Procedures
- To collect payment in accordance with Hospital policies & issue receipts as and when appropriate
- Assisting Consultants for collection of consultation fees on the day.
- Raise credit notes as and when required.
- Process refund paperwork as and when required.
- Accuracy of cash floats, and/or cash takings
- To reconcile the daily takings
- At the end of day ensuring all banking paperwork accurate and signed off and to follow below departmental cashiering procedures
- The purpose of the procedure is to safeguard both patient and staff members and to ensure 100 %

accuracy whilst cashiering and correct cash payments are collected by the Administration Clerks, and ensuring that all areas are following the correct procedure.

### **Responsibilities**

- Be accountable for own standards of work in accordance with departmental policies and procedures, and take every opportunity to sustain and improve knowledge and skills.
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident reporting policy and procedure.
- Take personal responsibility for ensuring the Hospital of St John and St Elizabeth's resources are used efficiently and with minimum wastage.
- Be aware of and adhere to all Hospital policies and procedures, the Health and Safety at Work Act and the Data Protection Act.

### **Quality**

- Check referral lists and review clinic lists on a daily basis and appoint patients in available slots, ensuring clinic efficiency.
- Ensure all patient data is entered on to the hospital PAS systems accurately to ensure accurate patients medical records.

### **Knowledge Training and Experience**

- Participate in the orientation and training of new and/or temporary staff
- Will assigned as a buddy/mentor for new starters
- Undertake training relevant to the effective performance of the role, including update training as required.
- Participate in Essential Training in accordance with Hospital Policy.
- Ability to learn and follow procedures.

### **Planning and Organisational Skills**

- Ability to prioritise own workload in a highly demanding and busy working environment
- Ability to prioritise, maintain and adapt an appointments list to accommodate urgent referrals and examinations.
- Ability to take the initiative in managing and resolving difficult situations within the limitations of post holders own abilities and knowledge base, and to recognise when to request assistance from senior colleagues (administrative and clinical).
- Inform line manager of any situations where policies are not adhered to or of areas needing urgent action.

### **General**

- Be an ambassador of the Hospital values
- Provide excellent customer service to all service users (internal and external), escalating service issues to the relevant manager
- Participate and comply with the hospitals review and appraisal system.
- Participate in projects, reviews and work schemes as directed by the Line Manager.
- Adapt to and support any changes that are implemented to improve the service provided to patients, clinicians and other staff.
- Maintain patient confidentiality at all times

## **6. Key Result areas**

- Good client care and satisfaction
- Accurate data entry.
- Accurate billing
- Efficient handling of client enquiries.
- Clear communication and liaison with members of the Billings Department
- Clear communication and liaison with all levels of staff throughout the hospital.
- Clear communication and liaison with external referrers

## 7. Decision and judgement

- Ability to prioritise his/her own workload in a demanding and busy working environment, whilst supporting the overall delivery of reception services.
- Knowledge and adherence to the Code of Confidentiality and the Data Protection Act 1998.
- Ability to recognise the limitations of his/her own abilities and knowledge base, and when to request assistance from senior colleagues (administrative and clinical).

## 8. Communication and relationships

- Promote a pleasant and caring attitude within the Hospital.
- Promote the department's service to both internal and external referring consultants, clinicians and other users.
- Must be able to effectively communicate with a range of clients from a variety of ethnic and educational backgrounds.

## 9. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.
- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

### 9.1 Other Duties:

To undertake any other similar duties, as required by the manager.

### 9.2 Confidentiality:

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the General Data Protection Regulation (GDPR) (EU) 2016/679. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

### 9.3 Health and Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### 9.4 Smoke Free Policy

The Hospital provides a smoke free environment.

### 9.5 Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

### 9.6 Equal Opportunities and Diversity

As a member of staff at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

**9.7 Codes of Conduct**

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

**9.8 Infection Prevention and Control**

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with staff as part of the appraisal process.

**9.9 Management of Hospital Values**

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

**This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and following discussion with the post holder.**

**7. CREATED BY: Michael Peche**

**SIGNATURE:**

## PERSON SPECIFICATION

### Post Title: Front of House Reception Administrator

Criteria		Essential	Desirable	Assessment
<b>Qualifications</b>	Literate and numerate with a good level of education to GCSE-level (or equivalent) (GCSE or equivalent, at grade C or above in Mathematics and English)	✓		Application form and interview
	Prepared to undertake further training / qualifications relevant to the role.	✓		
	NVQ at level 3 or above in Business Administration (or equivalent)		✓	
<b>Experience</b>	Proven office and customer service experience in previous employment.	✓		Application form and interview
	Previous experience with patient administrative systems		✓	
	Previous experience in a customer service role	✓		
	Previous experience in a healthcare setting		✓	
<b>Skills and Knowledge</b>	Able to work within a team.	✓		Application form and interview
	Ability to use own initiative	✓		
	IT literate to include windows, Microsoft Word, Excel and Access.	✓		
	Knowledge of record management and GDPR	✓		
	Ability to process data and amend computerised records.	✓		
	Able to demonstrate an ability to implement change.	✓		
	Professional and committed to the highest standard of customer care.	✓		
	Good telephone manner	✓		
	Committed to working with the appointed managers	✓		
	Ability to be accurate in all aspects of work	✓		
	Attention to detail and able to cross reference information	✓		
	Good organisational skills and able to work to tight deadlines	✓		
<b>Attributes and Qualities</b>	Ability to work in a busy environment and under pressure.	✓		Application form and interview
	Ability to follow laid down policies and procedures	✓		
	Be an ambassador of the Hospital's Values	✓		