

# JOB DESCRIPTION

## CLINIC RECEPTIONIST

### *SUMMARY*

To provide a range of secretarial, clerical and therapy support to Clinic Staff and Company Directors.

### *TASKS & DUTIES*

#### **1. To provide secretarial and clerical support to include:**

- Receiving, processing and sorting post, ensuring that it is passed on to the relevant staff member as soon as possible; ensuring that outgoing post is posted on a daily basis.
- Handling incoming enquiries (in person, telephone calls and email), ensuring that they are passed on to the appropriate person as soon as possible in a professional manner.
- Deal courteously with patients, relatives, members of the public and visiting staff whilst always maintaining patient confidentiality.
- Act as a liaison and contact point for all clinic staff, external services and agencies as appropriate.
- Prioritise and organise own workload.
- Typing and sending of letters and reports as required.
- Maintain an accurate and comprehensible filing system (paper and electronic).
- Maintain and order stationery supplies and other stock as requested.
- Maintain, review and implement adequate supplies of forms and pro-forma documentation.
- Problem solve (and seek help from company directors when necessary) to ensure the smooth day to day running of the clinic.
- Work within clinic policies and procedures.

#### **2. IT systems**

- Book appointments for patients using the computer diary.
- Collate and co-ordinate statistical data and general information as required.
- Maintain up-to-date computer diary for the clinic and proactively resolve diary issues such as room or clinician double bookings.
- Maintain up-to-date patient information database.
- Maintain up-to-date and accurate databases of information (e.g. complaints management; staff annual leave records).

#### **3. Financial Responsibilities**

- Invoice, reconcile and take payment for stock and services.
- Maintain appropriate change in cash tin.
- Print weekly practice income statements, reconcile them, and bank monies weekly.
- Follow cash handling procedures ensure clients give correct monies and receive correct change.
- Produce and reconcile End of Day Banking report.
- Maintain confidentiality regarding clinic income and expenditure.
- Complete timesheets and input payroll on a monthly basis.

#### **4. Therapy Support Duties**

- Ready the clinic for opening/closing by following the opening/closing procedures.
- Close the clinic in the evening by following the opening/closing procedure.
- Ensure clinical records are available for clinicians before appointments.
- Prompt clinicians to complete notes, and request missing information from clients.
- Ensure patient notes are filed accurately.
- Maintain saleable stock levels and accurate stock summary.
- Set up and set down the Pilates Room before and after classes by following the Pilates set up and set down procedure and/or the instructor's requests.

#### **5. Cleaning Responsibilities**

- Ensure clinic rooms are tidy and clean.
- Ensure that clinic rooms have a supply of fresh linen, couch roll, soap and equipment
- General spot cleaning and/or hoovering as required.
- Responsible for the timely upkeep of clean linen; putting washing into washing machine, dryer, and folding washing as required.
- Report any missing/damaged items to company directors.

#### **6. Clinic Development**

- Assist company directors with advertising and marketing.
- Be pro-active in offering ideas for service development.
- To maintain and monitor Facebook, Twitter and other social networking sites associated with Garstang Physiotherapy Clinic as required.
- Undertake tasks related to clinic development as requested by company directors. This may include organising events, ordering brochures, delivering and/or sending brochures to key places.

#### *KEY WORKING RELATIONSHIPS*

- Company Directors
- Other members of the Clinic Receptionist team
- Clinicians
- Clients/patients and the general public
- Suppliers

#### *POLICIES AND PROCEDURES*

All employees are expected to be familiar with and carry out responsibilities and duties with regard to Garstang Physiotherapy Clinic Health and Safety Policy along with any other relevant policies and procedures.

#### *DATA QUALITY/CONFIDENTIALITY*

The Clinic adheres to national standard regarding data quality and confidentiality and is registered with the Data Protection Agency. Staff are expected to adhere to these standards and to the clinic's strict Confidentiality Policy. Any breach of these standards and/or policies will be considered Gross Misconduct and will automatically trigger the appropriate

disciplinary procedure. Staff are reminded that personal information concerning colleagues is also confidential.

#### *EQUALITY AND DIVERSITY*

Garstang Physiotherapy Clinic is committed to the fair treatment of all people. Company directors are happy to make any reasonable changes to this job description to accommodate any person with a disability.

The clinic requires all of its employees to treat all people with dignity and respect.

#### *REVIEW AND APPRAISAL*

These duties are intended to be a guide to the post and should not be considered exhaustive. This job description will be reviewed annually depending on the needs of the clinic. The post holder will be encouraged to participate in any such review.

The clinic is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

# PERSON SPECIFICATION

## CLINIC RECEPTIONIST

Attribute	Essential	Desirable	Evidence to support assessment
Qualifications	Effective numeracy, literacy and word processing skills (GCSE Maths and English and ECDL, or equivalent)		Application/ Interview
Experience	<p>At least 3 years administrative/clerical experience</p> <p>Demonstrate a pro-active approach and an ability to work effectively under own initiative and as part of a team and suggest changes to existing processes</p> <p>Experience of administrative systems and office procedures including accurate data entry.</p> <p>Demonstrate excellent inter-personal skills, the ability to interact and communicate with a wide range of people and an advocate of customer care</p> <p>Experience in cash handling and reconciling procedures</p>	<p>Previous experience of working in health related services</p> <p>Experience of practice management software or similar.</p>	Application/ Interview
Knowledge and Skills	<p>Good organizational skills</p> <p>Communicate effectively</p> <p>Good time management</p> <p>Good problem solving skills</p> <p>Good IT skills – competent in Word, Excel, PowerPoint, internet and email</p> <p>Ability to multitask and prioritise work</p> <p>Presentation skills both personally and the working environment</p>	<p>Shorthand skills</p> <p>Advanced computer skills</p> <p>Confidentiality/Data Protection awareness</p> <p>Familiar with social media as a marketing tool</p>	Interview and References
Personal Qualities Disposition and Attributes	<p>Approachable, reliable, kind, honest, friendly, efficient, and caring</p> <p>Show empathy and sensitivity when appropriate</p> <p>Works flexibly and is receptive to new ideas and different ways of working</p> <p>Professional attitude and approach to work</p> <p>Ability to work well under pressure</p> <p>Physically able to undertake therapy support duties, including climbing stairs</p>	Interested in health and fitness.	Interview and References

