

**NOTE:** This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.


**JOB TITLE:** Clinic Administrator and Receptionist

**GRADE:** NG2

**REPORTS TO:** Clinic manager

**PURPOSE:**

To support the academic delivery of School activities (teaching, clinical work, research, CPD, knowledge exchange activities and income generation activities), through the provision of a high quality and customer-focused service to staff, students and external clients/users.

Provide administrative support of and reception services for students, staff and external users of the Polyclinic, including the day-to-day use and maintenance of specialist clinic appointment software, case filing systems compliant with the Data Protection Act (1998) and management of cash and card payments. 

**PRINCIPAL ACCOUNTABILITIES**

To work as a member of the Clinical Service support team delivering a range of customer-focused services within the Technical Services department (TSD) in the School of Life Sciences, and providing support for the core activities of the Polyclinic. This will include:

1. To provide key patient focused administrative and reception services for the clinic:
  - a. Acting as a first point of contact - in person, by phone, by email/letter - for all patients and users of the Polyclinic, assisting them with information about the clinics, pricing and availability.
  - b. Handling enquiries from patients and users efficiently and courteously, and portraying the clinic to the highest possible and professional standard.
  - c. Booking, amending and cancelling patient appointments, in line with therapy specific clinic appointment procedures, ensuring optimum efficiency of the appointment system.
  - d. Supporting the delivery of care to patients and users through patient engagement and assist in maintaining good communications between patients and staff and noting any feedback. Follow complaint procedures, where necessary, and escalating any complaints to the clinic manager as required.

- e. Creating and managing clinical documents including waiting lists and reports using Microsoft Office
  - f. Registering new patients, obtaining relevant data and proof of concession in accordance with the clinic procedure and the Data Protection Act (1998), ensuring data collected is input on specialist clinical software.
2. To maintain the specialist, electronic, clinical appointment system which supports the multiple clinical diaries, including:
- a. Plan, set up and modify patient diaries in accordance with the varying needs and timetables of each clinic
  - b. Ensure that patient information and appointment times are always accurately recorded and that amendments are similarly recorded
  - c. Ensure that payments and charges are accurately calculated, received and recorded
  - d. Prepare reports: to include schedules for the following days clinics for file preparation, information for the clinics, and to enable ad hoc room bookings; patient requested statements and treatment records
  - e. Anticipate problems with appointment bottlenecks, practitioner/student absence etc., liaise with the clinical tutors to propose ways of managing the numbers of new and follow-up patients
  - f. Ensure that regular backups of the system, and other maintenance operations are routinely done.
3. To take sole responsibility as a lone worker for the reception area including opening and locking the clinic, and maintaining security including cash and the till, credit card machines / receipts and outer doors to the street. To maintain the reception area with respect to general presentation and operational efficiency including the timely reporting of any defects, ensuring compliance with all relevant Health and Safety policies and procedures.
4. To support the creation and maintenance of patient records, including archiving, both paper and electronic, ensuring strict confidentiality is maintained, and complies with data protection regulations at all times, in accordance with Polyclinic policies and University information security policies. To maintain patient note tracking system for files that may be borrowed for staff/student research purposes.
5. To facilitate the herbal dispensing operations of the clinic through recording of repeat requests, liaison with the dispensary and supervisors according to EHTPA, dispensing policies and legal requirements, maintaining contact with the patients, supporting the preparation of parcels for postage and calculating and taking payments.
6. To calculate invoices, accept and record payments from patients and other users of the clinic to include payments from ad-hoc private practitioners and Cavendish Health Screening team, ensure the accuracy of financial information held on the electronic appointment database, complete end of day cash and credit card reconciliations and store cash in the safe box in accordance with University financial procedures, such as Card Handling Policy and the Credit Control Procedures.

7. To ensure that adequate stocks of relevant consumables and equipment for reception functions are always available, and to support the delivery and collection of supplies including laundry services
8. To participate in and contribute to relevant internal team meetings, user groups, as directed by the Clinic Manager.
9. To undertake relevant continuous professional development activities to maintain up to date knowledge and skills related to clinical activities, such as the specialist clinical software.
10. To undertake any other duties within their competence and appropriate to the grade, as required by the line manager or his/her nominee.

## **CONTEXT**

This post is within the Clinical Services Team, part of the Technical Services Department (TSD) in the School of Life Sciences. The TSD comprises 30+ technicians and supports five academic departments across biosciences, engineering and computer sciences and psychology. The mission is to provide high quality and value adding technical services and support aligned to the School of Life Science's academic portfolio.

The Polyclinic is a teaching and research clinic complementary medicine and health with its own herbal dispensary, reception and waiting area, 10+ clinic and seminar rooms and a multi-couch and acupuncture facility.

The TSD Clinical Services team primarily supports the activities that take place within the Polyclinic and practical laboratories, the delivery of clinical teaching, research and enterprise within the School of Life Sciences. The team works closely with the academic teams and other TSD teams to support the business requirements of the School.

The post is a key post within the Polyclinic as the Receptionist is the first point of contact for all patients and potential patients. The receptionist largely works unassisted so needs a confident and customer-focused approach, in a position that calls for patience and sensitivity. In addition the job calls for great accuracy in the making of appointments, and methodical approach to keeping abreast of the many daily routine tasks, multi-tasking and prioritising of patients at the desk, phone calls, student and staff requests.

To have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

## DIMENSIONS

- The post-holder has no line management or budgetary responsibility works as part of a team of 6, in supporting the core activities of the Faculty within the Polyclinic, however much of the post holders shift will be spent working alone
- The normal working day is made up of two five hour shifts, and the post is shared between two personnel. The shifts are Monday to Friday 8:45am to 1.45pm, and from 1.30pm to 6.30pm. At certain times of the year it may be necessary to work outside normal working hours, including evening/weekends.
- There may be restrictions on taking annual leave during busy periods and during term time

## PERSON SPECIFICATION

Essential Criteria	Desirable
<b>Qualifications</b>	
Minimum 4 GCSEs, including English and Maths or equivalent	
<b>Knowledge and Experience</b>	
Proven Reception Experience  Experience of working in a clinical environment.  Experience of using electronic appointment systems  Experience of successfully dealing with customer complaints  Understanding of the position of complementary medicine in contemporary healthcare  Demonstrable experience of basic financial systems administration  Working knowledge of the Data Protection Act 1998.	Clinic reception experience  Experience of working in HE
<b>Aptitude and Abilities</b>	
Good IT skills including MS Office	

<p>programmes , and e-mail and data input</p> <p>Good troubleshooting and problem solving skills</p> <p>Excellent interpersonal skills with the ability to communicate information accurately and effectively (either verbally or in written form)</p> <p>Self-directed and self-motivated with the ability to work successfully on own initiative as well as in a team environment</p> <p>Ability to handle patient data and information in a confidential and discrete manner.</p> <p>A reliable and punctual timekeeper</p> <p>Excellent organisational skills, attention to detail and the ability to work under pressure, prioritising numerous conflicting as a lone worker</p> <p>The ability to maintain administrative systems to support the reception function.</p>	
<b>Personal attributes</b>	
<p>A calm and empathic manner and ability to deal sensitively with patients and visitors who are ill, some of whom may be anxious or concerned</p> <p>A customer-focused approach, and the ability to demonstrate this approach in personal working practices</p> <p>The flexibility to adapt in changing situations</p> <p>The ability, confidence and resilience to adapt in challenging or changing situations.</p>	

<p>A commitment to continuous personal professional development</p> <p>Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination is neither tolerated nor acceptable.</p>	
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