

JOB DESCRIPTION

JOB TITLE:	Receptionist
LOCATION:	Manchester Physio
REPORTS TO:	Office Manger

DUTIES AND RESPONSIBILITIES

(This description is not an exhaustive list and will be subject to periodic review and amendment The duties and responsibilities below are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently)

1. Personal Qualities

- Ensure the effective implementation of tasks through communication with the office manager
- Good written and verbal communication skills
- Excellent interpersonal skills
- The ability to work independently and resourcefully
- Maintain a professional attitude and demeanour, including courteous interactions with team workers, supervisors and others, encountered in the course of work.
- Be flexible with work schedules, remain calm and courteous and exercise self-control when interacting with impatient individuals
- Effectively communicate policies and procedures as required in the course of the job
- An understanding, acceptance and adherence to the need for strict confidentiality
- An ability to use own judgment, resourcefulness, common sense and local knowledge to respond to patients enquiries and requests
- Good problem solving and decision making skills and be able to supervise professional and administrative employees
- Excellent organisation and scheduling abilities, written communication skills, and planning abilities for facility events.

2. Personal Development

- Recognise own development needs and identify in conjunction with how these can be met
- Prepare for and attend peer appraisals on a six monthly basis

3. Team Work

- Ensure through regular communication with office manager that the required skills and knowledge to meet the needs required of the role are updated and developed maintaining quality of all staff

4. Liaison

- To be proficient in the reception of telephone enquiries from callers/patients, undertaking assessment of the caller's requirements
- Actively contribute to the work of the clinical team, promote the standards of care expected and create energy and enthusiasm for the service

5. Continuous Service Improvement

- Make recommendations to improve efficiency within the practice
- Actively participate in selected quality management activities

6. Major duties and responsibilities of the post

Reception duties

- i. Be the main point of contact for enquiries from patients, therapists, third parties and other individuals
- ii. Ensure reception, waiting and treatment areas are kept clean and tidy, ensuring any damage is reported
- iii. Respond to all queries and requests for assistance from patients and other visitors
- iv. To make appointments for patients to see therapists in line with clinic procedures
- v. Take payment in line with clinic procedures
- vi. Receive patients in a courteous manner
- vii. Ensure home visit assessments are paid in full prior to the appointment and invoicing details are obtained prior to any further appointments
- viii. Ensure that all therapists are aware of new patients and reminded on the day prior to the appointments of their start and finish times
- ix. Send appointment reminders to patients
- x. Manages complaints from all sources including patients, staff, third parties etc. Work in conjunction with directors to address complaints. Review, investigate, and resolve all complaints
- xi. Complete the invoicing of individuals if required
- xii. Banking
- xiii. Stocktaking and replenishment of office / clinic / kitchen supplies / consumables on a regular basis
- xiv. Ordering of equipment
- xv. Taking of deliveries
- xvi. Handling of the incoming and outgoing post
- xvii. Proof reading of therapists reports, outgoing post, advertisements etc
- xviii. Be responsible for balancing monies in petty cash and cash tins

Personnel

- i. Assist with organisation of rota for evening and weekend reception cover
- ii. Be responsible for evening and weekend reception staff. Cover the reception if an event occurs where there is no reception cover available

As Needed

- i. General support to the Office Manager and Directors

Management of appointment system

- Gain thorough knowledge of appointments system within the practice
- Book appointments and recall ensuring sufficient information is recorded

Management of medical records

- i. Manage and file medical records as required
- ii. Ensure all referrals, updates, test results, letters, reports etc are filed correctly and ,if appropriate attached to patient files

Preparation of consulting rooms

- i. Ensure that consulting rooms are prepared in readiness for each consultation session and checked at the end, leaving them tidy and secure

Operation of telephone System

- i. Receive, make and divert calls as required, taking messages where appropriate

Start and end of Day procedures

- i. Open up premises at the start of the day, making all the necessary preparations to receive patients
- ii. Secure premises at the end of the day, ensure the building is totally secured, internal lights off and alarm activated

Physical capabilities

- i. Perform the physical functions of the job independently which include but are not limited to: the ability to lift up and carry 20kg a short distance and lift light-weight items overhead, the agility to climb up on low objects, long periods of sitting, and the ability to sit down and get up from the floor. Frequent bending, kneeling and reaching are required.

PRINCIPAL CONTACTS

Patients
Office Manager
Directors
Administration staff
Therapists
Referrers
Insurers
Solicitors