**JOB DESCRIPTION**

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| **Job title:** | **Imaging Receptionist** |
| **Accountable To:** | **Imaging Manager** |
| **Hours of Work:** | **37.5 hours per week** |
| **Job Summary:** | **To provide a comprehensive, quality reception and administrative service to patients, referrers and all departments within the hospital.** |

Key Duties and Responsibilities:

**Administration**

* To receive and welcome patients and staff and deal with any enquiries in a kind and courteous manner.
* To answer incoming telephone calls and deal with queries including imaging appointments and all other clerical duties of the department.
* To communicate effectively with staff within and outside of the department to ensure the smooth operation of the service, including liaison with ward staff, outpatients, consultants, & GP’s.
* To book patients and make appointments for patients, demonstrating an approachable and helpful style of care maintaining a good effective communication when dealing with patients and visitors.
* To issue and assist patients with the completion of all relevant paperwork prior to their imaging examination and accurately and efficiently input this onto the hospital information system and radiology information system ensuring accuracy.
* To accurately update patients’ details onto hospital computer systems and to communicate any discrepancies within the charging system to the patient accounts department.
* To daily take all relevant paperwork to patient accounts and follow up any outstanding patient details within 24 hours.
* To keep patients and their companions informed at all times and communicate with them any changes/delays to their appointment times.
* Take responsibility for alerting consultants when examinations are awaiting report and ensure referring doctors are alerted to any delays.
* To maintain a tidy office and ensure all patient information is filled at the end of each working day.
* To notify radiologists the day before of any examinations booked for them to ensure a seamless service.
* To ensure reports are sent out in a timely manner using an appropriate means

**General**

* To ensure that all enquiries are handled in a courteous and tactful manner, maintaining confidentiality at all times.
* To act independently ensuring that daily tasks and ongoing workloads are prioritised and completed in agreed timeframes.
* To develop and maintain good working relationships between all departments within the hospital and all members of the multi-disciplinary team.
* To have a comprehensive knowledge of imaging and hospital computer software systems and be able to burn patient discs.
* To check stocks of stationery in the Department and regularly order supplies as necessary.
* To attend meetings with relevant parties as and when necessary, feeding back relevant information to imaging staff.
* To regularly review the service provided to patients and ensure that it is both appropriate and of the highest quality and implement changes where appropriate to improve the services in consultation with the Office Supervisor.
* To act as chaperone when required.
* Assist in the safe transferring of patients and equipment when required, following manual handling guidelines and using risk assessment
* To be accountable for your own work & take responsibility for own learning.
* To maintain a happy and supportive working environment.

This Job Description is intended as a guide to the general scope of duties and is not restrictive or definitive in any way. The duties of the post may be varied from time to time in response to changing circumstances.

# **PERSON SPECIFICATION**

**JOB TITLE**: Imaging Receptionist

**DEPARTMENT**: Imaging

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| **Requirements** |  | **Criteria** | **Method of Assessment** |
| Qualifications/  Attainments | Essential  Desirable | Good general education to GCSE level or equivalent  AMSPAR Diploma or NVQ Level 3 in Health Care  Customer Care course | Proof of qualification  Proof of qualification  Proof of qualification |
| Experience/  Knowledge | Essential | Secretarial / administration experience  Computer/word processing skills including use of email  Excellent communication and interpersonal skills  Excellent organisational skills  Knowledge of medical terminology  Good standard of English communication, both verbal and written.  Experience of working in a hospital | Application form  Interview  Interview  Interview  Interview  Application form |
| Skills/Abilities | Essential  Desirable | Attention to detail and ability to produce accurate work  Highly motivated and Flexible  Ability to work unsupervised  Ability to work as part of a multi-disciplinary team.  Ability to prioritise and work to strict deadlines  Ability to adapt to a changing environment  Ability to work well under pressure and uses own initiative  Confident user of RIS/PACS/HIS  Ability to use Excell/Powerpoint  Knowledge of office management  Audio and copy typing  Willingness and ability to learn new IT skills | Interview  Interview  Interview  Interview  Interview  Interview  Interview  Interview  Application form  Test  Interview |
| Personal & Other Attributes | Essential | Positive attitude  Highly motivated  Highly Flexible  Good work ethic  Assertiveness  Smart appearance | Interview  Interview  Interview  References  Interview  Interview |