**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 | EssentialDesirable | Good general education to GCSE level or equivalentAMSPAR Diploma or NVQ Level 3 in Health CareCustomer Care course | Proof of qualificationProof of qualificationProof of qualification |
| Experience/Knowledge | Essential | Secretarial / administration experienceComputer/word processing skills including use of emailExcellent communication and interpersonal skillsExcellent organisational skillsKnowledge of medical terminologyGood standard of English communication, both verbal and written.Experience of working in a hospital | Application formInterviewInterviewInterviewInterviewApplication form |
| Skills/Abilities | EssentialDesirable | Attention to detail and ability to produce accurate workHighly motivated and FlexibleAbility to work unsupervisedAbility to work as part of a multi-disciplinary team.Ability to prioritise and work to strict deadlinesAbility to adapt to a changing environmentAbility to work well under pressure and uses own initiativeConfident user of RIS/PACS/HISAbility to use Excell/PowerpointKnowledge of office managementAudio and copy typingWillingness and ability to learn new IT skills | InterviewInterviewInterviewInterviewInterviewInterviewInterviewInterviewApplication formTestInterview |
| Personal & Other Attributes | Essential | Positive attitudeHighly motivated Highly FlexibleGood work ethicAssertivenessSmart appearance | InterviewInterviewInterviewReferencesInterviewInterview |