

Job Description

Job Title	Receptionist/Telephonist/Night Receptionist
Department	Patient Services
Reports to	Patient Services Manager
Date	April 2013

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

Key Responsibilities and Deliverables

The person chosen will:

- Maintain throughout the Hospital awareness of the primacy of the patient in relation to all Hospital activities.
- Demonstrate behaviour consistent with the Values of the Hospital.
- Demonstrate behaviour consistent with a professional Telephone & Reception Service.
- Report to the Telephone Supervisor.

Telephone duties

- Operate the telephone switchboard in accordance with the standard procedures laid down by the Hospital. Operate the Hospital paging system, according priority at all times to emergency calls.
- Deal with requests for paging.
- Maintain on-call duty schedules for all N.C.H.D's and other on-call staff. Liaise with medical administration department to ensure these are up to date at all times.
- Administer pager functions: change-outs, battery checks, reprogramming and up dating of pager lists as necessary.
- Deal with internal and external telephone enquiries in an efficient, professional, courteous and friendly manner.
- Liaise with staff in all departments, the public and outside agencies.
- Observe the procedures laid down by the Hospital in the event of a defect occurring in the telephone system.

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- Treat as priority any emergency calls, e.g. crash call or major emergency. Observe the code of procedures regarding all emergencies.
- Answer and deal with queries from within the Hospital and from outside sources. Record and maintain such telephone records as required, including the logging of reported telephone faults, and the logging of telephone calls for billing purposes.
- Co-operate with new equipment, technology, methods and techniques for the provision of an enhanced service.

Reception Duties

- Meet and greet members of the public in a courteous manner, answer all enquiries made, and direct persons to the appropriate clinic, ward, office, etc.
- Liaise with staff in all departments.
- Order transportation as appropriate, e.g. taxis, ambulances etc., and record in relevant files, including any software system.
- Operate the Patient Location system, and in the event of computer outage, source alternative lists from admissions/A&E depts.
- Keep such correspondence, files, records and accounts as may be required from time to time.

General

- Call in staff involved in the provision of an after-hours on-call service for the hospital as required.
- Co-operation with training/re-training as required.
- Flexibility within the roster is required to provide the Telephone/Reception service.

Person Specification

<p>Qualifications</p>	<ul style="list-style-type: none"> • Leaving Certificate. • Secretarial Skills.
<p>Experience</p>	<ul style="list-style-type: none"> • At least 2 years previous work experience preferably in a Hospital environment.
<p>Job Specific Competencies and Knowledge</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Meditech System. • Patient process through Emergency. • Functioning of the clinical areas. • Performance indicators. • PC Windows.
<p>Personal Competencies</p>	<ul style="list-style-type: none"> • Have good keyboard skills. • Have excellent interpersonal and communications skills. • Have the ability to liaise successfully with all groups of staff. • Self motivated with a high capacity for responsibility and individual initiative. • Have a flexible approach to their work. • Demonstrate an ability to prioritise work and handle large volumes of activity. • Play an active part in the multi-disciplinary team.
<p>Personal Competencies</p>	<ul style="list-style-type: none"> • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee: _____
Signature **Date**