

JOB DESCRIPTION

Job Title:	Inpatient Unit Receptionist
Accountable to:	Executive Assistant to CEO
Responsible to:	IPU Ward Manager

The receptionist will be the welcoming face of the inpatient unit at Garden House Hospice Care and act as first point of contact for patients, visitors and telephone enquiries to the unit. The successful candidate should be extremely friendly, have a courteous manner, be approachable and have excellent written and spoken communication skills.

Main Responsibilities

- Meet and greet patients, visitors and their families directing them to the appropriate location.
- To ensure all telephone calls are answered in a polite and consistent manner. Ensuring that messages are delivered to the relevant member of staff in a timely manner.
- To ensure all visitors to IPU have signed in for fire precaution purposes.
- To respect the confidentiality of information obtained in the course of duty.
- To liaise with main reception to ensure that patient admissions and discharges from the inpatient unit are noted in the reception diary.
- To book patient transport when required.
- To maintain stationery supplies for the inpatient unit, including printing of documentation where necessary.
- To assist the Ward Manager and nursing team with general administration duties when required.
- To work with some flexibility within office hours, Monday to Friday, to ensure cover is available at particularly busy times.
- To undertake all mandatory training and eLearning as required.
- To undertake any other duties within the scope of the post as may be needed.

Additional Responsibilities

There is a requirement to comply with all the hospice policies, procedures, and guidelines, including those relating to Health & Safety, confidentiality, and the Data Protection Act, as required by Information Governance.

The Hospice has the advantage of being supported by volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency, and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

Each member of the hospice team has a responsibility to contribute to the clinical governance programme.

Each team member will take appropriate action to maintain the highest level of infection prevention and control.

Arrange annual leave in liaison with other clinical administration colleagues and agreed by the Clinical Administration manager.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these acts as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Data Security & Protection

All Hospice staff are required to comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations. Staff are expected to familiarise themselves with the content of the Data Security and Protection policy and comply with these requirements. Any breach of this policy must be raised to the Data Protection and Security responsible officer following the correct reporting procedure outlined in the policy.

Additional information

This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.

This job description will be reviewed with the post holder annually as part of the appraisal process. Any proposed amendments will be with the agreement of the appropriate member of the Hospice Management Team.

"team" refers to all members of staff including volunteers.