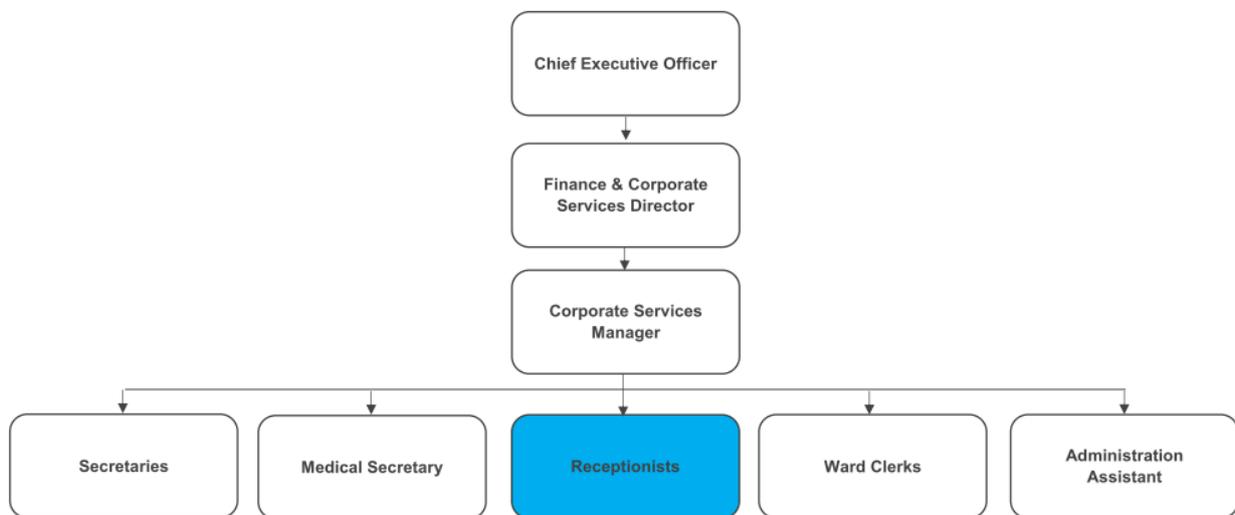


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Receptionist</b>
<b>Department:</b>	Administration
<b>Post Holder:</b>	<b>tbc</b>
<b>Grade:</b>	Admin 2
<b>Reports to:</b>	Corporate Services Manager

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	<p>To maintain effective telephone communications at all times, managing the central switchboard, taking and distributing messages electronically, in an accurate and timely manner.</p> <p>To provide an efficient and personable first point of contact for all patients and visitors to the hospice.</p>
<b>Key Working Relationships:</b>	<p>Corporate Services Manager</p> <p>Sisters – Inpatient Unit</p> <p>Clinical &amp; Medical Teams</p> <p>Porters</p> <p>Volunteer Co-ordinator</p> <p>Administration Team</p> <p>Volunteers</p>

**Role Responsibilities:**

- To greet and direct all visitors to the Hospice and to ensure accurate electronic signing in and out recording of their visits.
- To ensure all visitors adhere to current Covid infection control measures and testing requirements as per Hospice and government guidelines.
- To liaise with the Corporate Services Manager and the Hospice Volunteer Co-ordinator in the provision of volunteer cover when required.
- To accept donations brought into the Hospice and ensure they are recorded in accordance with Hospice procedures.
- To provide a daily meal ordering service to all staff and visitors, taking payments, recording requirements and balancing the monies.
- To manage flower acknowledgements and internal transport issues in accordance with Hospice procedures.
- To create regular written updates for volunteer support to ensure continuity of reception services out of hours.
- To liaise with Bolton Foundation Trust to manage external medical records, receipts and returns accurately and efficiently.
- To report faults and maintenance issues with the Bolton Foundation Trust Estates.
- To liaise with nursing staff to ensure patient information is up to date in order to manage appropriate visiting procedures.
- To attend all mandatory training as requested.
- To be aware of and adhere to all policies and procedures of Bolton Hospice.
- To provide a degree of flexibility within the Admin Team as required by the Corporate Services Manager.
- Any other duties as required.

**General Responsibilities:****Health and Safety**

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

**Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

**Infection Control**

Comply with policies and procedures for correct disposal of waste, sharps and soiled linen. Be accountable for the cleanliness of the department, liaising with and where necessary directing the housekeeping team to minimise hospice acquired infections.

**Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

### **Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

### **Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

### **Valuing Equality and Diversity**

All hospice staff should promote the core values of the Hospice i.e. compassion, respect, professionalism, excellence, inclusivity and collaboration. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

### **Living Our Values Everyday**

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Receptionist</b>
<b>Department:</b>	Administration
<b>Grade:</b>	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Good level of general education, with a minimum of GCSE English and Maths at or above Grade C, or equivalent qualification.	NVQ Level 2 in Administration, or equivalent qualification. Computing qualification, e.g. ECDL.	Application Form Interview Certificates
<b>EXPERIENCE</b>	Experience within a receptionist role.	Experience of working in a clinical environment Experience of handling cash.	Application Form Interview
<b>SKILLS</b>	Excellent telephone manner. Excellent organisational skills, including the ability to manage time and prioritise workload effectively. Well-developed interpersonal skills, able to communicate effectively with colleagues at all levels. Ability to communicate with distressed patients/relatives in a sensitive manner	Able to work on own initiative.	Application Form Interview
<b>KNOWLEDGE</b>	Excellent IT skills, conversant with Excel, Word and Outlook.	Some understanding of a clinical environment and electronic record system.	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Able to work independently and on own initiative, within specified guidelines or processes. Adaptable and able to work in a team environment. Able to work appropriately with confidential and sensitive information. Able to work calmly and professionally under pressure. A commitment to the vision and values of Bolton Hospice.	Willingness to attend training events as and when required.	Application Form Interview