



JOB DESCRIPTION / PERSON SPECIFICATION

Job Title: Inpatient Unit Receptionist/ Ward Clerk

Department: Administration

Reports to: Executive Assistant/ Admin & Clerical Lead

Location: Letchworth Garden City

Hours: 32.5 hours per week

Job Summary

The receptionist is the welcoming face of the Inpatient Unit (IPU) at Garden House Hospice Care and acts as the first point of contact for patients, visitors and telephone enquiries to the unit. You will be friendly, courteous and approachable, with excellent written and verbal communication skills.

Main Duties and Responsibilities

- Provide a front of house reception service for patients or relatives arriving on the ward/unit, welcoming all visitors, and directing as appropriate. Ensuring all visitors are signed in for fire precaution purposes.
- Receive telephone calls to IPU from internal departments, hospital personnel and palliative care teams regarding referrals to the hospice.
- Deal with telephone enquiries including those from patient's families and funeral directors etc. Ensuring that messages are delivered to the relevant team/member of staff in a timely manner.
- Ensure patient boards are up to date
- Input information onto the electronic patient information system, SystemOne
- Arrange patient transport, liaising with ambulance service regarding time for arrivals, discharges, and patient outpatient appointments.
- Provide a confidential and high standard of general administrative support to the ward/unit, particularly supporting the Ward Manager and IPU teams.
- Scan relevant patient documentation to SystemOne.
- Complete discharge spreadsheets, SystemOne reports and audit tools.
- Provide weekly and monthly ward activity figures.

- Assist the Ward Manager/Team Lead in covering unfilled shifts and find cover for shifts in the event of staff sickness.
- Work collaboratively with the clinical administration team to ensure adequate administrative cover for essential services during periods of annual leave/sickness.
- Liaise with main reception to ensure that patient admissions and discharges from the inpatient unit are noted in the reception diary.
- Maintain stationery supplies for the inpatient unit, including printing, scanning and photocopying of documentation where necessary.
- Work with some flexibility within office hours, Monday to Friday, to ensure cover is available at particularly busy times.
- Manage the out of hours volunteer IPU Receptionist rota.
- Undertake all mandatory training and eLearning as required.
- Undertake any other duties within the scope of the post as may be needed.

Confidentiality

You will treat as confidential all information regarding the Hospice, suppliers, employees, consultants, patients and families.

Health and Safety

- You must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, visitors, participants, volunteers and the general public. This includes adhering to Fire & Safety policies and procedures.
- You will be expected to work within legal and charity guidelines, ensuring compliance with CQC and other statutory regulations.
- You will be expected to comply within Garden House Hospice's systems, guidelines, policies and procedures.
- Garden House Hospice takes its responsibility for safeguarding our people seriously and this post is subject to a Disclosure and Barring Service Application (DBS).
- It is your responsibility to fully comply with the safeguarding and Infection Control policies and procedures of the Hospice. You must ensure that you understand your role in protecting adults and children that may be at risk of abuse. You must ensure compliance with their safeguarding training.

Code of Positive Behaviour

All Hospice staff are expected to work in line with Garden House Hospice Care code of positive behaviour. This acts as a value base which directly influences how all we work and behave. 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 ultimately for the benefit of patients.

Equity, Diversity & Inclusion

- Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, applicants and volunteers. They must not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.
- The Hospice operates a no-smoking policy.
- All appointments are subject to pre-employment health screening.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Good level of general education, with a minimum of GCSE English or equivalent qualification 	<ul style="list-style-type: none"> • Administration qualification i.e. NVQ Level 2 or equivalent qualification.
Experience	<ul style="list-style-type: none"> • Experience and understanding of working in a clinical environment and using an electronic patient record system. • Administration experience. • Experience of working in a receptionist role. • Experience of working to timescales and deadlines. • Experience of working in a reactive and pressurised environment. 	<ul style="list-style-type: none"> • Trained in the use of SystemOne. • Experience of working with volunteers.
Knowledge	<ul style="list-style-type: none"> • Excellent IT skills, conversant with Excel, Word and Outlook. 	<ul style="list-style-type: none"> • Knowledge of medical terminology
Skills & Abilities	<ul style="list-style-type: none"> • Able to work independently, flexibly and on own initiative, within specified guidelines or processes • Adaptable and able to work in a team environment. • Ability to communicate effectively with colleagues and external contacts at all levels. • Ability to communicate with distressed patients/relatives in a sensitive manner. • Excellent telephone manner with ability to deal with telephone enquiries from patients, relatives and multiple external agencies. • Able to work appropriately with confidential and sensitive information • Able to work under pressure 	<ul style="list-style-type: none"> • Understanding of, and empathy with, a Hospice environment. • A commitment to the vision and values of Garden House Hospice Care

Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.