

JOB DESCRIPTION	
<b>Job title:</b>	Receptionist
<b>Team/Department:</b>	Operations
<b>Location:</b>	Main place of work, as agreed
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment
<b>Job title the post holder will report to:</b>	Service Delivery Manager
<b>Job titles reporting to the post holder:</b>	None applicable
<b>Date the role profile was revised:</b>	September 2023
<b>JOB PURPOSE</b> <ul style="list-style-type: none"> <li>• Act as receptionist for IC24 within the Department. Receiving patients into the OOH base in a professional and courteous manner.</li> <li>• Maintain a contemporaneous log of expected patients.</li> <li>• Direct Clinicians to ensure that patients are seen in priority order.</li> <li>• Ensure accurate patient information is recorded.</li> </ul>	
<b>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</b> <ul style="list-style-type: none"> <li>• Operate effectively within the framework of the IC24 operational policies, procedures and ethos.</li> <li>• Deal with all patient information on a strictly confidential basis ensuring that such information is not disclosed to third parties.</li> <li>• Liaise with the Call Centres to ensure efficient operation.</li> <li>• Ensure that patient care is of the utmost concern in all actions performed.</li> <li>• Answer and manage all enquiries in a professional manner.</li> <li>• Communicate with doctors and to assist with problems where appropriate.</li> <li>• Undertake the filing.</li> <li>• Maintain the supply of stationery and medical equipment at all Primary Care Centres.</li> <li>• Assure the provision of the service to a high professional standard.</li> <li>• Maintain and continuously improve the quality service to our patients.</li> <li>• Perform any other relevant duties that may be dictated by the changing needs of the service.</li> </ul>	
<b>COMMUNICATION AND KEY WORKING RELATIONSHIPS</b> <p>The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.</p>	

## ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure

that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

## **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

## **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

## **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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## **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

## **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

### PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications</b>	<p>Good level of English and IT skills</p> <p>Willingness to undertake basic clinical skills training</p>		<p>Application</p> <p>Certificates</p>
<b>Experience</b>		Previous experience of customer services	<p>Application</p> <p>Interview</p>
<b>Knowledge, Skills and Abilities</b>	<p>Excellent interpersonal skills</p> <p>Ability to handle patients (both on the telephone and in person) who may be angry or distressed</p> <p>Excellent telephone skills</p> <p>Ability to record data accurately both electronically and in paper format</p>		<p>Application</p> <p>Interview</p>
<b>General</b>	<p>Flexible approach to working hours</p> <p>Ability to exercise tact and discretion and deal with confidential information</p> <p>Calm, courteous manner</p> <p>Ability to physically undertake required duties with the use of manual handling equipment where appropriate</p> <p>Ability to work as part of a team</p> <p>Ability to work as a 'lone worker' when required</p>	Full driving license, with access to a vehicle for work	Interview