**Package description**

**Receptionist**

**Derby Urgent Treatment Centre, Osmaston Road, Derby, DE12GD**

**£22,383 per annum (pro rata)**

DHU Healthcare is a ‘not-for-profit’ community interest company providing a diverse range of services to the NHS frontline, including urgent and emergency care, primary care, out of hours services and NHS111. We care for patients across the West and East Midlands – a population totalling around 14 million. As a socially conscious organisation, we provide compassionate, high-quality care to our patients and offer a supportive work environment to our 2,500 DHU employees. If you would like to find out more about us, you can visit our website at [Our profile: DHU Healthcare](https://dhuhealthcare.com/about-us/our-profile).

**About the role**

This post provides reception support to clinical staff and Patients. The role requires a good working knowledge of reception duties preferably in a medical setting but not essential. A good level of Information Technology skills required as the service uses a computerised clinic system (e.g. SystmOne).

We are always:

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people, and communities.
* **Accomplished**– we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care, and treatment for every individual.
* **Respectful**– we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences.
* **Encouraging**– we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

**Key Areas of Responsibility & Accountability**

* Depending on your base location there may be a need to open all doors, start the computers, ensure that the reception is ready to receive patients from 8am, as required, reporting any issues to the Practice Manager or GP Lead and Operations Manager.
* To lock all doors and cabinets, close all windows and close down the computers at the end of the day, ensuring all patients have left.
* To undertake reception duties as required, during the hours of duty, greeting and managing patients in a courteous and appropriate manner.
* To receive and record incoming calls accurately and transferring calls as appropriate to Doctors, Nurses, the Practice Manager and other staff.
* Comfort call patients if DNA
* To receive and record requests for home visits, following the protocol for this.
* To receive patients, dealing with their enquiries and explaining surgery procedures.
* To make new and follow-up appointments and deal efficiently with appointment bookings.
* To extract patient records as required.
* To check daily mail, extract and file any other relevant documents.
* To summarise patient records, following protocol.
* To undertake all aspects of data entry.
* To type outgoing correspondence.
* To ensure the reception area and back office is kept tidy and ready for use by incoming colleagues and that information about any unresolved, outstanding or urgent matters is passed on.
* To maintain the waiting area in a neat and tidy condition.
* To provide a positive image of the organisation.
* To maintain his/her own professional competence in accordance with professional requirements, detailed in an annual Personal Development Plan that demonstrates a continued commitment to training and development.
* To immediately bring to the attention of the Manager any issue or incident, clinical or otherwise, that would attract censure or praise, or might bring DHU to the attention of the SHA, CCG, PBC or LMC or into the public view.
* To adhere to all DHU Health Care CIC Policies and Procedures as necessary.
* To maintain confidentiality of information relating to patients, clients, staff and other users of the services.
* To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

**Essential skills**

* High level of Administration experience
* Previous experience in a health care environment desirable
* Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
* Accuracy and attention to detail
* IT literacy skills in Word, Excel, PowerPoint
* Flexible & adaptable to meet changing needs of service
* Full valid driving license and use of a vehicle and able to travel to other DHU bases on occasions
* Flexibility to meet service/Rota needs including annual leave and sickness cover
* Requirement to meet DBS and other checks that must be satisfactory to DHU Health Care CIC Urgent Care Division (Derbyshire) recruitment process
* Good team player able to work within a multi-disciplinary team
* Ability to work under own initiative
* High level of interpersonal skills
* Adhere to the Confidentiality Code and Data Protection Regulations

**Desirable Skills**

* Previous experience in a health care environment desirable.

**In return, we can offer:**

Joining DHU means you will receive some great benefits. This will include access to the NHS pension scheme – alongside a generous annual leave allowance that grows with your length of service or recognises your existing NHS commitment. We provide an incremental sick pay scheme and family friendly policies like maternity and paternity pay that match the NHS offer, alongside working enhancements including an additional 30 - 45% of annual salary for unsociable hours benefit (earning potential will vary on shift days / times). We will also support your health and wellbeing - with complementary Westfield Health Insurance membership which covers basic costs like your dental care, glasses, physiotherapy, chiropody and many more.

At DHU Healthcare, we are committed to fostering an environment where Equity, Diversity, Inclusion, and a strong sense of Belonging are not only celebrated but actively promoted. We believe that every individual, regardless of their background, deserves the right to access quality healthcare services and to be treated with respect and dignity. Our commitment to Equity, Diversity, Inclusion, and Belonging is at the heart of everything we do, from patient care to our organisational culture.

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| **Candidate Name:**  |  |
| **Candidate Signature:**  |  |
| **Date:**  |  |