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| Role Profile – Bank Receptionist | | Image result for st gemmas hospice |
| **Reports to:** | **Facilities Services Manager** | |
| **Accountable to:** | **Head of Estates & Facilities Services** | |

Main Purpose of Post

This role has responsibility for delivering a high quality reception and administrative support service to St Gemma’s Hospice which is responsive to the needs of patients, visitors and staff.

This role acts as the first point of contact for anyone who enters the building via the main reception and provides an efficient reception service during the Hospice’s operating hours. The post holder has a key role in promoting and presenting a professional image to visitors to the Hospice.

In addition the post holder will ensure that the Hospice premises are left in secure state and alarms are set and be responsible for cashing up and securing the day’s takings from the Hospice’s Reception Shop.

Specific duties and Responsibilities

1.0 Reception

1.1 Ensure the smooth day to day running of the Reception services.

1.2 Maintain a good level of awareness of the role of key staff within the Hospice and the role of each department in order to direct enquiries accurately.

1.3 Ensure that the Daily Message Board is maintained and up to date with details of staff availability, expected patient admissions and any events taking place within the Hospice.

1.4 Answer all telephone calls received via the main Hospice telephone number.

1.5 Deal with telephone enquiries direct or refer to relevant departments.

1.6 Greet patients, visitors and members of the public and manage their enquiries effectively.

1.7 Promote the use of the direct dial facility by ensuring callers are aware of the direct dial telephone number for the particular department they wish to contact.

1.8 Be proactive in taking messages for staff, determine the urgency of messages and ensure they are communicated to the correct staff member.

1.9 Maintain up to date records of inpatients, discharges and deaths.

1.10 Ensure a good level of awareness of the Doctors On-Call, Nurse In-Charge and the Management On-Call rotas and ensure awareness of how to contact those on call.

1.11 Be aware of the Fire Policy and the role of Reception in the event of a fire or emergency.

1.12 Develop and maintain Reception filing systems (hard copy and electronic) to ensure they are streamlined and operate effectively. Implement improvements where possible.

1.13 Be responsible for the receipt of the post and accept deliveries, including the delivery of flowers, parcels and goods for the Charity Shops.

1.14 Receive and record donations / payments, including those for the Hospice lottery, ensuring they are correctly recorded and receipts provided in line with St Gemma’s Cash and Cheque Handling processes.

1.15 Request stationery supplies on behalf of Reception.

1.16 Arrange transport for Hospice staff and medical specimens and ensure all details are recorded and authorised.

1.17 Undertake administrative work as required and agreed with the Facilities Manager.

1.18 Maintain the Lost Property Book and retain all items in Reception for safe keeping.

1.19 Ensure there is a complete handover from the early shift, advising of any expected patient admissions and evening meetings/events in the Conference Centre or Day Hospice.

1.20 At the end of the evening to cash up via the Reception shop till that day’s takings and to secure said takings in the Reception/post room safe.

**2.0 Security:**

2.1 To issue visitor passes to visitors and contractor passes to contractors and to log their details in the Hospice’s Visitors Log.

2.2 To remind visitors and contractors to wear said issued passes and to return them as they leave.

2.3 To liaise with ward management in special circumstances where a visitor is in distress and needs to bypass the visitor recording process.

2.4 Play a key role in assisting with the security of the Hospice by monitoring CCTV footage and being responsible for the safe-keeping of the keys kept in the Reception key cabinet.

2.5 To carry out an internal daily security check, lockdown and alarming of the whole building following a set of Security Assignment Instructions - and to report and rectify any issues to the Nurse In Charge (NIC).

2.6 To maintain a logbook of all security issues and to complete incident forms in line with Hospice policy where appropriate.

2.7 To ensure that un-authorised visitors and persons having no valid reason to be in any part of the Hospice or grounds are not allowed entry and are reported to the NIC.

**VALUES AND BEHAVIOURS**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

**Caring** – Treating each person with kindness, empathy, compassion and respect.

**Aspiring** – continually learning and developing; striving for excellence in everything we do

**Professional** – Delivering high standards through team work, a skilled workforce and good governance.

**GENERAL DUTIES AND RESPONSIBILITIES**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

***This role profile is not exhaustive and it will be subject to periodic review. The post holder may be required to perform any other duties as may be deemed reasonable.***