

# JOB DESCRIPTION – Bookings Co-Ordinator

## JOB DETAILS

**Reports to:** Admin Team Leader, Assistant Clinic Manager, Clinic Manager

**Accountable to:** General Manager, Business Manager, Director of Clinical Services, Medical Director

**Working hours:** Full time (Monday to Friday and occasional Saturdays) Shifts between 7:30am-17:30

**Location:** Admin office at 54 Wimpole Street

## JOB SUMMARY

The administrative team are critical to the efficient running of the Clinic so must be friendly, organised, articulate and proactive always. It is also critical that the administrative team demonstrate the ability to work together within the administrative office, and closely with the reception team.

This role is primarily responsible for the organisation and execution of all patient coordination, liaison with GPs, medical practitioners, suppliers and LTC clinical team. This role works closely with the Admin Manager, General Manager and Business Manager to provide training and oversight across the entire administrative team.

## MAIN DUTIES / RESPONSIBILITIES

- Opening & closing the clinic on a daily basis, completing daily/weekly/monthly logs as per company policy;
- Keeping admin office and reception area clean and tidy at all times;
- Keeping reception desk and waiting room area clean and tidy at all times;
- Covering reception desk/meeting and greeting patients when assigned by the admin manager/general manager;
- Assisting the Admin Team Leader and Clinic Manager with training and onboarding of new staff;
- Ensuring patient files and documentation are compiled / completed correctly prior to patient arrival;
- Making and answering phone calls and responding to general enquires; giving initial treatment / consultation information;

- Managing the main 'Info and Admin' email account on a daily basis, ensuring all enquiries are responded to the same day, without exception;
- Assisting the Admin Team Leader and Clinic Manager with all patient management system reporting and general admin;
- Ensuring the Diary is complete and accurate;
- Ensuring the patient management database is kept up-to-date and accurate at all times with very detailed notes, medical history, photos, and contact details. Checking patient contact details at every appointment;
- Management of the Surgeons, Clinical Team's and Provider diaries with the responsibility for booking and rescheduling patient appointments as needed;
- Ensuring prompt payment for all appointments and informing the Admin Team leader or Clinic Manager of any issues;
- Handling the cash float, and ensuring that all cash / credit card transactions balance when completing end of day banking;
- Ensuring that all patient files are completed correctly before filing and returning to storage room in an efficient, tidy and secure manner;
- Ensuring all mail received is passed on to Clinic Manager each morning.
- Highlighting and resolving problems, both administrative and operational and ensuring compliance with all Health & Safety regulations and CQC standards;
- Following up with patients and reminding patients when their follow up appointments are due;
- Ensuring GP letters are completed after every patient visit and uploaded to patient medical records / sent out as needed;
- Ensuring all patient complaints are recorded in the Patients Complaints log and Clinic Manager is immediately aware;
- Preparing and sending out all pre-consultation documentation, ensuring mandatory consent forms are provided and signed by patients prior to treatment;
- Liaising with GPs, medical practitioners and LTC/LBPS clinical team;
- Sending Booking forms to hospitals and organising anaesthetist diaries;
- Organising special surgery equipment for theatres;
- Other duties as necessary for the efficient running of the Clinic.

*Please note that this job description is neither exhaustive nor exclusive and will be reviewed annually in conjunction with the post-holder at the annual appraisal. The post-holder is also required to carry out any duties that may reasonably be requested led by the needs of the organisation.*

## SALARY

£24,000

## BENEFITS

- 25 days annual leave + birthday off;
- Staff discounts on completion of probation period;
- Private Health Insurance upon completion of probation period;
- Company pension

## COVID-19 PRECAUTION(S)

- Remote interview process;
- Social distancing guidelines in place;
- Virtual meetings

If you would like to be considered for this role, please send your CV to [cameron.middleton@cmhealth.co.uk](mailto:cameron.middleton@cmhealth.co.uk) with the subject: Bookings Co-Ordinator.