



SEXUALITY, INFORMATION  
REPRODUCTIVE HEALTH & RIGHTS

<b>Job Title:</b>	Receptionist/Healthcare Assistant
<b>Reporting to:</b>	Clinical Operations Manager
<b>Location:</b>	The post holder will work across the IFPF Clinics at Cathal Brugha Street and Tallaght
<b>Key Relationships:</b>	Clinical Operations Manager Receptionists Doctors Nurses Counsellors

The successful applicant will be a qualified healthcare assistant with professional experience working as a receptionist or administrator, ideally from within a similar healthcare environment.

This role will involve medical receptionist/administrator and healthcare assistant duties.

#### **Job Description:**

- This post is responsible for manning IFPA Clinic reception desks and welcoming clients to the clinics.
- The postholder will, as part of a team, manage client appointment diaries using the Helix booking system.
- This post is responsible for general office duties and the smooth processing of payments, documents, and preparation of clinics.
- The postholder will perform Healthcare Assistant duties including chaperoning patients, preparing examination rooms, and supporting medical staff.

#### **Key Responsibilities**

##### **Reception Duties**

- Welcome and greet all clients and visitors to the clinics.
- Answer phones in a polite, consistent manner, adhering to the appropriate telephone etiquette as set out in IFPA protocols.
- Book client appointments, including contraception, early medical abortion and cervical smear appointments to the appropriate doctor, nurse or counsellor.

- Open and close the clinic as per IFPA procedure.

### **Client Diary Administration**

- Register new clients on the Helix electronic client diary system and update information on existing clients.
- Set up appointments schedules on the clinic diary system consistent with the doctor /rota (including appointment length, account types).
- Monitoring Helix appointments to ensure availability is utilised to capacity.
- Respond to Helix “tasks” and monitor clinic email.

### **General Office Duties**

- Chart tracking/collection; data entry, appointment scheduling, preparations for clinic, knowledge and daily use of Helix computer systems.
- Clinic preparation, make all relevant appointments for patients attending clinic, photo copying and scanning as required.
- Direct liaison with patients to provide information in relation to the clinic and handle relevant patient queries.
- Ensure all appropriate documents, tests/results requested by medical staff are available.
- Process client payments, medical card, pregnancy counselling and Cervical Check appointments through the Helix system.
- Liaise on a daily basis with clinical staff and manager to ensure highest quality care for patients.

### **Healthcare Assistant Duties**

- Act as chaperone within consult rooms during doctor/client examinations as required.
- Ensure examination room, instruments, and supplies are satisfactory and clean before clinical sessions and during clinics when necessary.
- Provide medical staff with support as required.
- Check patient’s blood pressure, urine analysis, weight, and pregnancy tests when required by doctors.
- Monitor and manage stock of medical and clinical supplies.
- Take bloods (if appropriate)

### **Person Specification**

#### **Requirements:**

- QQI or FETAC Level 5 qualification in a healthcare discipline.
- High level of competency in use of IT systems and or health service applications.
- Proficiency in general administration, including cash handling, electronic payments, diary management, appointment scheduling and receptionist duties.
- Adaptable and willing to move easily between two roles as required.
- Excellent communication abilities, including a high standard of oral and written English.

- Familiarity with online systems/processes, social media and other applied technology communication tools.
- Previous experience of working in a healthcare setting, particularly in relation to women's health services, is desirable.
- Ability to engage empathically and appropriately with clients while maintaining appropriate professional boundaries.

**Desirable**

- Phlebotomy qualification and experience.

**The IFPA believes:**

- In full access to high quality information, education, and health services regarding sex, sexuality, conception, contraception, safe abortion, and sexually transmitted infections.
- In the right to decide freely on the number and spacing of children, if any, so that every pregnancy is a wanted pregnancy.
- That abortion services should be available as early as possible and as late as necessary.
- In equal rights for all people and their empowerment in obtaining full participation in, and benefit from, social, political, and economic development.
- In the right to enjoy a fulfilling, positive, and healthy sex life.
- In working in alliance with all those who share our aims and in cooperation with interested governmental and non-governmental bodies.
- In high performance, ethical standards, and transparency throughout our organisation.

**The IFPA expects all staff to:**

- Work together to demonstrate ethical, professional behaviours at all times.
- Communicate with honesty and openness and be inclusive of ideas and opinions from all colleagues when making decisions.
- Be accountable for their actions and act with professionalism and integrity so that all contributions are recognised and valued.
- Value genuine and long-term relationships so that innovation is encouraged, and respect and diversity are valued as vital to success.
- Evolve as an inclusive, 'can-do' team environment where all staff bring their skills, competencies, passion, and creativity to our ongoing work of change and restoration.

**The IFPA expects all clinic staff to:**

- Consistently follow IFPA policies and procedures and be knowledgeable about all aspects of the role.
- Understand that client satisfaction is critical to IFPA services, and that all IFPA clients should be provided with a consistently high standard of service.
- Recognise client dissatisfaction and intervene appropriately.
- Contribute to a favourable image of the organisation.
- Adhere to IFPA regulations / procedures regarding documentation and statistical information.
- Protect and preserve confidentiality and integrity of client information.
- Exhibit mutual respect for other staff members and function as a team member.
- Willingly offer or accept assistance when appropriate.

- Adapt positively to changes in the work setting.
- Be positive and energetic in performance.
- Avoid causing clinic delays.
- Demonstrate initiative, resourcefulness, function independently and be efficient.
- Incorporate the principles of continuous quality improvement into all activities.
- Comply with all health and safety procedures to ensure their own safety and the safety of others in the workplace.
- Implement all relevant Covid-19 safety protocols and strive to maintain a safe work environment for clients, work colleagues and other contractors.