

Counseling Office

1. Job Environment

Position Information:
Department/Division: Program Implementation

Location: Federal, GB & AJK Region

Reporting Lines:
Report To:

2. Job Objective

This position is responsible for the professional and efficient managing of visitors, clients, telephone calls and messages, as well as a variety of clerical duties that support services, information and referral.

3. Functions of the Position

1. To receive the patient at reception with respect and to enquire about their problem
2. To satisfy the patients in a humble manner and guide them to meet the concerned Doctor / official.
3. To prepare yellow card along with cash receipt of purchee fee etc as per their requirement.
4. To record the purchee fee etc. in daily record book placed at reception and to maintain the record register in neat and clean form (avoid cutting).
5. Prepare a daily statistic and submit to concern person.
6. Receive incoming mail at the reception and put up to the concerned officials.
7. To create a healthy atmosphere in and around the reception premises.
8. To update the admitted patients record at notice board.
9. Be vigilant about the visiting clients and other persons
10. To deliver correct information on telephone about timings/ consultants/ doctors/ facilities available at clinic.
11. Keeps and update the list of names, addresses and telephone numbers of concerning officials.
12. Co-ordinate with other related offices on routine matters
13. Perform other duties as and when required.

6.Desired Profile of Incumbent Person Specification	
1.Education/Qualification:	2.Work Experience & Traits:
Masters in Psychology.	1 to 2 year working experience in hospital or health sector preferably has working experience in Sexual & Reproductive Health and Family Planning