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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title:** | RECEPTIONIST |
| **Reports to:** | Admin Line Manager – Dept of Emergency Medicine |
| **Band:** | Band 2 |
| **Department/Division:** | Sidwell Street Walk in Centre/Medicine |

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| **JOB PURPOSE** | | |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.  The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion or sexual orientation. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.   * To provide a professional efficient and effective Reception service to patients and visitors attending the Walk in Centre in accordance with Trust policies and standards relating to confidentiality and customer care. * To ensure patients details are accurately recorded and the relevant documentation created to support safe patient care. * To provide general clerical duties to support the patients care / journey though the department with the minimum of delay. * This position is instrumental in creating a “good first impression” of the Trust / Department to patients and visitors. * **The post holder will be required to undertake additional hours to cover for colleagues during periods of annual/sick leave and this role also includes working Bank Holidays.** | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Consultants / Doctors * Crisis Team * District Nurses * Estates * General practitioners * General Public including patients and visitors * Health Records Staff including Data Quality and Ward Support teams * Housekeeping * Minor Injuries Unit * Nursing staff * Other Trust staff including Admin & Clerical, Car parking and Secretaries * Other NHS Hospitals * Police * Security * Switchboard * Trust IT Helpdesk | | |
| **ORGANISATIONAL CHART** | | |
| |  |  | | --- | --- | | Clinical Director | | |  |  | | Divisional Manager | | |  |  | | Clinical Services Manager | | |  |  | | Administration Services Manager Nurse Practitioner Team | | |  | | | Admin Line Manager Acute & Emergency | | |  | | |  | | | WIC Receptionists | | | Key: ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Denotes line management accountability  ------------------------ Denotes a reporting responsibility | | | | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| * To arrive and register patients attending the Walk in Centre using the new Trust EPIC computer system ensuring that all information is up to date. The Walk in Centre use the ASAP module of EPIC. * To receive telephone calls from the general public, including patients, visitors and relatives, trying to answer questions i.e. patient location with tact, diplomacy and sympathy, whilst adhering to the Trust’s Confidentiality Policy; * GP’s and Minor Injury Unit’s * To arrive referrals from 111 as expected patients onto EPIC   **Information**   * In a courteous and professional manner, ascertain patient’s identification details and accurately enter this information into the Walk in Centre’s computer system in particular ensuring that spellings of names are checked and the correct postcode and GPs are recorded ensuring that double registrations are avoided as far as possible by checking against the spine. * To follow the Trust and Departmental policy on registering unknown patients, ensuring that the correct information is entered onto the system and/or the patients details are marked for merge to enable Ward Support to update, once the patient is identified. * To ensure the security and confidentiality of patient notes and information is maintained at all times as per the Trust’s Information Governance Policies;   **General**   * To work alongside the Emergency Department Reception Team, providing assistance and cover if required. * To contribute to a safe working environment by reporting any broken/damaged equipment to the Lead Nurse Practitioner for the Walk in Centre; * To participate in the Trust performance, planning and review system; * To participate in the Trust Health Records Accreditation Programme and visit; * To participate in the mandatory annual training * Any other duties appropriate to the grade as may be required by the Walk in Centre /Administration Services Manager/Administration Line Manager. | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| **Patient contact**   * To be based in a fully enclosed secure reception desk in the Walk in Centre and deal with difficult/distressed patients, relatives and visitors face to face with tact and sympathy. * To alert the clinical staff immediately if a patient appears to suddenly deteriorate/become unwell. * To assist with maintaining the security and dignity of patients in the Department by using the Security Access intercom system according to the correct procedure, ensuring that only authorised personnel have access to the department and that any visitors/relatives are shown through to the relevant area when appropriate. | | |
| **ANALYSIS AND JUDGEMENT** | | |
| * To liaise with the Nurse Practitioners and alert the Clinical Staff immediately if a patient is visibly deteriorating at the desk – i.e. chest pain and unable to speak/breath. * To participate in various department audits when required. | | |
| **GOVERNANCE** | | |
| * To work in line with Trust Policies and procedures. * Line Manager available within hours, post holder to report to Nurse in Charge out of hours. | | |
| **RESOURCE MANAGEMENT** | | |
| * Ensuring stocks of stationery are available at all times | | |
| **TRUSTWIDE RESPONSIBILITIES** | | |
| * Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues and assisting colleagues as and when necessary. * Assist with contacting colleagues to arrange cover * Assist with on the job training of new staff when appropriate * To undertake additional hours at the Walk in Centre, Emergency Department and Honiton MIU to help cover colleagues annual leave/sickness | | |
| **OTHER RESPONSIBILITIES** | | |
| * To take part in regular performance appraisal * To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling * To contribute to and work within a safe working environment * The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection. | | |
| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:   * Honesty, Openness & Integrity * Fairness * Inclusion & Collaboration * Respect & Dignity   We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **GENERAL** | | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection | | |
| **POST** | Walk in Centre Receptionist | |
| **BAND** | 2 | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING:**  NVQ II in Customer Care or equivalent relevant experience  Good general education (A-C) | D  D | E  E |
| **KNOWLEDGE/SKILLS:**  Basic computer skills  Excellent telephone manner  Keyboard skills  Extracting information/listening skills  Motivation/negotiation skills  Good decision making skills  Knowledge of local area  Working knowledge of EPIC | E  E  E  E  E  E  E  D | E  E  E  E  E  E  E  E |
| **EXPERIENCE:**  Previous proven admin/clerical/reception  Dealing with the general public  Working in a busy, acute environment  Filing systems  Previous NHS experience  Experience of dealing with difficult/distressed people and situations | E  E  D  E  D  E | E  E  E  E  E  E |
| **PERSONAL REQUIREMENTS:**  Excellent communication skills  Ability to work in a multi-disciplinary team  Team worker  Able to use own initiative and work with minimal supervision  Ability to remain calm and work under pressure  Flexible to meet needs of service  Customer focused  Approachable  Willingness to learn new skills  Smart appearance  Highest integrity  Professional approach  Caring disposition  Work additional hours to cover annual leave/sickness | E  E  E  E  E  E  E  E  E  E  E  E  E  E | E  E  E  E  E  E  E  E  E  E  E  E  E  E |
| **OTHER REQUIREMENTS** Able to work to rota requirements including Bank Holidays Excellent attendance record  Cover annual leave/sickness | E  E  E | E  E  E |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |

**WIC RECEPTION**

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| **w/c:** | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** | **SATURDAY** | **SUNDAY** |
| **WK 1** | | | | | | | |
| **0800 – 1400** |  |  |  |  |  | V1 | V1 |
| **1400 – 2000** |  |  |  |  |  | V2 | V2 |
| **1600 – 2030** | V1 | V1 | V2 | V3 | V3 |  |  |
| **WK 2** | | | | | | | |
| **0800 – 1400** |  |  |  |  |  | V3 | V3 |
| **1400 – 2000** |  |  |  |  |  | V1 | V1 |
| **1600 – 2030** | V3 | V3 | V1 | V2 | V2 |  |  |
| **WK 3** V1 | | | | | | | |
| **0800 – 1400** |  |  |  |  |  | V2 | V2 |
| **1400 – 2000** |  |  |  |  |  | V3 | V3 |
| **1600 – 2030** | V2 | V2 | V3 | V1 | V1 |  |  |

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| **VACANCY 1 (V1)**  WEEK 1 – MON, TUES, SAT(E), SUN(E) ***(21)***  WEEK 2 – WED, SAT(L), SUN(L) ***(16.5)***  WEEK 3 – THURS, FRI ***(9)***  ***AVE PER WEEK: 15.5HRS*** | **VACANCY 2 (V2)**  WEEK 1 – WED, SAT(L), SUN(L) ***(16.5)***  WEEK 2 – THURS, FRI ***(9)***  WEEK 3 – MON, TUES, SAT(E), SUN(E) ***(21)***  ***AVE PER WEEK: 15.5HRS*** | **VACANCY 3 (V3)**  WEEK 1 – THURS, FRI ***(9)***  WEEK 2 – MON, TUES, SAT(E), SUN(E) ***(21)***  WEEK 3 – WED, SAT(L), SUN(L) ***(16.5)***  ***AVE PER WEEK: 15.5HRS*** |