

JOB DESCRIPTION

JOB DETAILS	
Job Title	Receptionist
Reports to	Administration Line Manager
Band	2
Department/Directorate	Trust wide

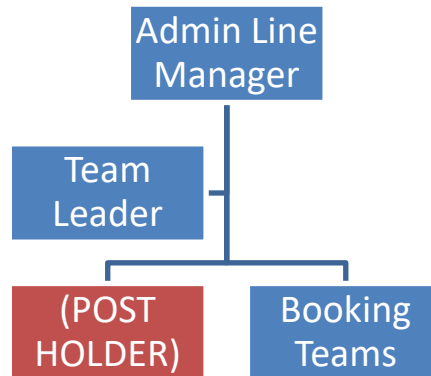
JOB PURPOSE
<p>Our Receptionists provide a proactive and professional welcome to the RD&E on a ward or reception area, acting as the public face for the Trust.</p> <ul style="list-style-type: none"> • Providing a professional, efficient and effective reception and appointment booking service to patients and visitors in accordance with Trust policies and standards. • Deliver an efficient administrative and clerical service to the Emergency Department Team • Undertake general clerical duties • Maintain effective communication to both patients, relatives and staff in order to ensure the smooth running of a clinical area, enhancing patient care. • Ensure all information is secure and confidentiality of information is maintained at all times • Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy • Ensure the professional image of the Trust is maintained at all times

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p><u>Administrative functions</u></p> <ul style="list-style-type: none"> • Acknowledge and help all visitors/patients to the reception or ward area promptly and professionally • Ensure patient information is complete and accurate on Epic and all relevant paperwork to meet the Data Quality IG Toolkit standards • Ensure the reception area is kept clean, tidy and professional looking at all times • Produce labels/wrist bands for patients/documentation • Ensure AVS is sent within 24 hours • Arrange follow up appointments or add patients to a follow-up pending list, as required, in accordance with clinician's instructions and Trust policy • Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently • Arrange patient transport where necessary in line with Trust procedure • Use multiple computer systems as required within the department such as Epic, NHS E-referrals, CRIS • Respond to complaints where appropriate, escalating to Line Manager if unable to resolve Record 'patient arrival on Epic

KEY WORKING RELATIONSHIPS
<p>The post holder will be required to work closely with:</p> <ul style="list-style-type: none"> • Administrative Services Manager/Administrative Line Manager • Consultants and other members of the medical team • Patients and their relatives • GPs • Divisional Management team • Senior Nursing staff and other ward staff • Other members of the multi-professional clinical team

- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

ORGANISATIONAL CHART



FREEDOM TO ACT

- To use own initiative to prioritise daily workload of self and team to meet the changing demands of the service
- Escalate more complex queries, providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result.
- Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team.
- Have a flexible approach to working hours to meet the demands of the service

The post holder will understand the limitations of the role and how to access support

COMMUNICATION/RELATIONSHIP SKILLS

Communication

- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication to colleagues, patients, visitors and other external contacts.
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging which will require tact or persuasive skills or there may be barriers to understanding due to communication needs.
- Organise and/or support meetings through effective communication
- Ensure key non-clinical information is provided to relatives
- Communicate regularly with the Emergency Department team, to ensure information is shared appropriately

ANALYTICAL/JUDGEMENTAL SKILLS

- To assist other members of the admin team in the delivery of a high quality service

<ul style="list-style-type: none"> To be responsive to administrative requests from service users and escalate any issues to the Admin Line Manager and Cluster Manager if appropriate <p>Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines Respond to complaints where appropriate, escalating to Line Manager if unable to resolve</p>
PLANNING/ORGANISATIONAL SKILLS
<u>Service delivery/improvement</u> <ul style="list-style-type: none"> Participate in team and Division meetings as required Contribute to audits regarding departmental procedures Have a flexible approach to working hours to meet the demands of the service Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies Provide cover in periods of absence as directed by department manager, this may involve moving to other areas within the Trust
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> Conduct calls to patients, rearranging appointments where necessary in order to prevent non-attendances. Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner. <p>Process patients through inpatient and outpatient pathways in line with the Trust's Elective Access Policy.</p>
POLICY/SERVICE DEVELOPMENT
<u>Governance</u> <ul style="list-style-type: none"> Undertake training as required to maintain competency/comply with trust policies Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal <p>Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures</p>
FINANCIAL/PHYSICAL RESOURCES
<p>Resource Management</p> <ul style="list-style-type: none"> Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
HUMAN RESOURCES
<ul style="list-style-type: none"> Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues Assist with on the job training of new staff when appropriate Assist volunteers in the department. Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role. Undertake training as required to maintain competency/comply with trust policies
INFORMATION RESOURCES
<ul style="list-style-type: none"> Input and access information on hospital information systems as required. Record and capture patient information appropriately and in line with Standard Operating Procedures. Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Contribute to audits regarding departmental procedures
PHYSICAL SKILLS
<ul style="list-style-type: none"> Use multiple computer systems as required within the department such as EPIC Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy

- Maintain health records and patient files in line with Trust Health Records Policy

PHYSICAL EFFORT

Combination of sitting, standing, walking in a restricted position for a prolonged amount of time at a reception desk

MENTAL EFFORT

In order to carry out day to day activities there is a requirement for care and attention to ensure the correct information is being entered about the correct patient. The work pattern is predictable. There are few competing demands for attention.

EMOTIONAL EFFORT

The post holder may occasionally be required to manage difficult situations, which may arise with abusive clients and telephone callers of which may need to be referred to a senior member of staff. There will be the occasional indirect exposure to distressing and sensitive information whilst maintaining confidentiality in accordance with Trust Policy.

WORKING CONDITIONS

The use of visual display unit equipment for a substantial proportion of the working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are 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

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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

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 a Disclosure & Barring Service Disclosure Check.

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, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

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PERSON SPECIFICATION

Job Title	Receptionist
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	E	E
NVQ Level 3 in Business Admin or equivalent level of experience	D	D
ECDL, CLAIT or equivalent computer knowledge	E	E
KNOWLEDGE / SKILLS:		
Excellent planning & organisational skills	D	D
Ability to prioritise workload to respond to changing demand	D	D
Ability to liaise and communicate with staff at all levels	E	E
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	E
Ability to promote good working liaisons (staff, patients, relatives)	E	E
Extracting information / Listening Skills	E	E
Ability to handle complex enquiries - distressed & anxious patients	E	E
Ability to deal with challenging behaviour	E	E
Ability to provide excellent customer care	E	E
Knowledge of IT databases and computer systems	E	E
Comprehensive PC skills - databases, word-processing, email, Excel	D	D
Understanding of hospital IT systems	D	D
Knowledge of Epic or equivalent patient information system	D	D
Analytical skills & ability to problem solve	D	D
Proven strong administration skills	E	E
Accurate data entry	E	E
Excellent telephone manner	E	E
Knowledge of Trust procedures	D	D
EXPERIENCE		
Previous clerical experience	D	D
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D	D
Previous reception experience or dealing with the general public	D	D
PERSONAL ATTRIBUTES		
Enthusiastic highly motivated & committed to delivering a service	E	E
Understand team work and work within a team	E	E
Able to plan and organise workload	E	E
Able to prioritise own work load and meet deadlines	E	E
Ability to work un-supervised	E	E
Can remain calm and professional in a busy environment	E	E
Empathetic, but able to understand professional boundaries	E	E
Smart appearance, adhering to the Uniform Policy	E	E
Welcoming friendly and approachable manner	E	E
An adaptable approach to work	E	E
Flexible approach to working hours	E	E
Commitment to continual development to inc. relevant new systems, policies and procedures	E	E
Adheres to relevant Trust policies & procedures	E	E
Adheres to confidentiality & data protection requirements	E	E
OTHER REQUIREMENTS		
	E	E

<p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>	E	E
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Complete the table below as appropriate

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
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				x
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			x	
Mental Effort	Y		x		
Emotional Effort	Y		x		
Working in isolation	N				
Challenging behaviour	Y		x		