

JOB DESCRIPTION

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JOB DETAILS	
Job Title	Receptionist
Reports to	Head of department
Band	2
Department/Directorate	Cardio-respiratory / Medicine

JOB PURPOSE

To provide administrative support to the operational.

- Provide a professional, efficient and accurate administrative support function
- Undertake general clerical duties
- The post holder, may support either a medical or a non-medical team, and will support the team to provide an effective and timely service
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Ensure all information is secure and confidentiality of information is maintained at all times
- Ensure the professional image of the Trust is maintained at all times

The post holder will assist the Admin team and fulfil all tasks associated with the smooth running of the administration departments across the Cardio-respiratory, liaising with other departments as necessary. This may include entering information onto computer systems in accordance with Trust policies.

CONTEXT

The Administrative Assistant will be based in the acute hospital and will provide receptionist support to the cardio-respiratory admin team.

The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.

Speciality Specific Information:

Key requirements of the job role:

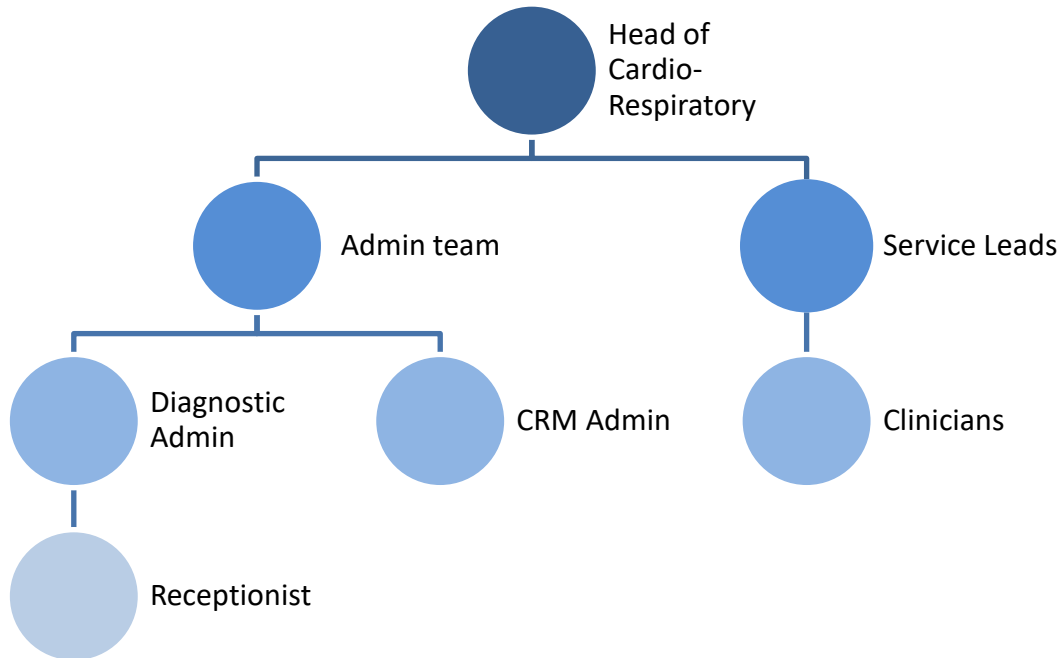
- Welcome and direct patients and visitors to the department, in a friendly and confident manner
- Answer the telephone and advise and respond appropriately
- Assist the Admin Manager and Service Leads with admin support as appropriate
- Be adept at using a wide range of computer programmes and be able to type accurately
- Data inputting
- Be responsible for registering new referrals, organising waiting lists and booking patient appointments, under guidance from senior clinical and admin supervisor
- Deal with access to records requests in a timely manner

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Administration Manager and Lead Clinicians • Consultants and Clinicians • NDHT staff at all levels • Clerical Staff 	<ul style="list-style-type: none"> • Patients, relatives, carers • GPs and other practice staff • Social Services • Voluntary Services
<ul style="list-style-type: none"> • Computer Services 	
<ul style="list-style-type: none"> • ERS Teams 	
<ul style="list-style-type: none"> • Psychology 	
<ul style="list-style-type: none"> • GPs and other practice staff 	
<ul style="list-style-type: none"> • Other specialist services 	

ORGANISATIONAL CHART



COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions.

The post holder will be responsible for ensuring messages are passed on to the appropriate person.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating Compassion, Integrity, Inclusion and Empowerment and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

Assess and prioritise verbal, electronic and written information. Assist as far as possible in non medical enquiries ensuring that all non routine and medical enquiries are referred to the appropriate person. Make judgements on facts or situations, some of which require analysis, such as resolving appointment and booking issues

PLANNING AND ORGANISATIONAL SKILLS

To deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. The post holder will be responsible for organising their own work load.

PHYSICAL SKILLS

Use advanced keyboard skills to operate Trust computer systems

POLICY/SERVICE DEVELOPMENT

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

FINANCIAL/PHYSICAL RESOURCES

To monitor stock levels of stationery, receive deliveries and report maintenance faults.
 To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

HUMAN RESOURCES

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

DECISION MAKING

The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg). on a frequent OR occasional basis for several short periods Or several long periods during the shift.

MENTAL EFFORT

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

EMOTIONAL EFFORT

Occasionally 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 occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.

WORKING CONDITIONS

- Use display screen equipment for substantial proportion of working day.
- To be able to work in an open plan office liable to frequent distractions and interruption.

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

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to The Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the disability Discrimination Act.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Administrator Band 2	
Requirements	Essential	Desirable
QUALIFICATIONS	Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	Clinical Document Management (CDM)
KNOWLEDGE/SKILLS	<p>Ability to liaise and communicate with staff at all levels</p> <p>Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives</p> <p>Ability to promote good working liaisons (staff, patients, relatives)</p> <p>Extracting information / Listening Skills</p> <p>Ability to handle complex enquiries - distressed & anxious patients</p> <p>Ability to deal with challenging behaviour</p> <p>Ability to provide excellent customer care</p> <p>Knowledge of IT databases and computer systems</p> <p>Proven strong administration skills</p> <p>Accurate data entry</p> <p>Excellent telephone manner</p>	<p>Excellent planning & organisational skills</p> <p>Ability to prioritise workload to respond to changing demand</p> <p>Comprehensive PC skills - databases, email, Excel</p> <p>Understanding of hospital IT systems</p> <p>Analytical skills & ability to problem solve</p> <p>Knowledge of Trust procedures</p>
EXPERIENCE		<p>Previous clerical experience</p> <p>Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG</p>
PERSONAL ATTRIBUTES	<p>Enthusiastic highly motivated & committed to delivering a service</p> <p>Understand team work and work within a team</p> <p>Can remain calm and professional in a busy environment</p> <p>Empathetic, but able to understand professional boundaries</p> <p>Smart appearance, adhering to the Uniform Policy</p> <p>Welcoming friendly and approachable manner</p> <p>An adaptable approach to work</p>	<p>Able to plan and organise workload</p> <p>Able to prioritise own work load and meet deadlines</p> <p>Ability to work un-supervised</p> <p>Flexible approach to working hours</p>

	<p>Commitment to continual development to inc. relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements</p>	
<p>OTHER REQUIREMENTS</p>	<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>	

Complete the table below as appropriate

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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			x
Heavy manual handling (>10kg)	Y		x		
Driving	Y		x		
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		x		