

JOB DESCRIPTION

JOB DETAILS	
Job Title	Sexual Health Receptionist & Administrator
Reports to	Sexual Health Coordinator
Band	Band 2
Department/Directorate	Devon Sexual Health Torbay, Castle Circus Health Centre

JOB PURPOSE
<p>To provide administrative support to the operational team which may include typing documents, retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies.</p> <p>The post holder will be the first point of contact for clients to the establishment; this will include dealing with routine queries and providing information to patients', relatives and staff either face to face or over the phone. The post holder may be required to provide reception cover primarily at castle circus health centre in Torquay, as well as any peripheral clinics within the Torbay and Teignbridge area as and when introduced.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Ensures demographic details are entered correctly into patients' electronic records. • Resolving appointment and booking issues, using judgement skills and analysis. • Receives deliveries, ensures distribution to appropriate areas. • Franking and posting of medication. • To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager ie. other locality clinics in Torbay and Teignbridge requiring the willingness to travel, work evenings and possibly weekends. • Identifies opportunities for development of reception services and improvements • Uses initiative to deal with routine matters and refers more complex queries to senior member of staff

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • All clinical staff within the service ie. Business Support Manager, A& C Staff, Team Leaders, Lead Administrators, Outside Agencies, clinical & non-clinical. • The post holder is required to deal effectively with staff of all levels throughout the Trust, the, external organisations and the public. This will include verbal, written and electronic media. • Of particular importance are working relationships with:

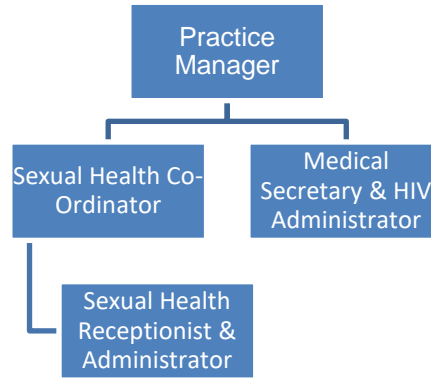
Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Sexual Health Co-ordinator • Practice Manager • A & C Staff • Lead Nurse Sexual Health • Secondary Care Providers • Sexual Health team in Exeter and Barnstaple • All clinical staff and related services 	<ul style="list-style-type: none"> • External organisations and the public • Wider healthcare community • GP Practices • Pharmacies

JE ref: A&C generic 2.

Band 2 Administration Assistant Job Description
February 2014 v2 Updated Nov 18
Updated February 2023
Reviewed & Approved by JE 29/01/2026

	• Locality hospital staff		
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ORGANISATIONAL CHART



FREEDOM TO ACT

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.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's 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.

To be able to ascertain a patient's need using diplomacy, whilst asking questions of a very personal nature concerning sexual health symptoms and methods of contraception, to determine which clinic is the most appropriate for them to attend.

To be able to deal with potentially distressed patients with empathy and tact both on the telephone and in person regarding matters of a very sensitive nature eg. sexually transmitted infections

The post holder will be responsible for distributing and re-directing mail and 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, striving for excellence, respecting diversity, acting with integrity 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/ORGANISATIONAL SKILLS

Deliver day to day activities and plan straightforward tasks e.g., ensuring patients are seen at the appropriate time, in the correct clinics and are booked in accordance with local and national sexual health booking guidelines.

The post holder will be responsible for organising their own work load.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients' and carers.

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 ensures distribution of appropriate areas 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.

HUMAN RESOURCES

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 relevant IT programmes related to department activity.

- To text patient's relevant information e.g. links re clinical procedures and monitor failed text messages.
- To print out GP letters and cervical smear forms for clinicians as appropriate.
- To undertake photocopying of forms and lists as necessary.
- To scan documents on to the Sexual Health electronic patient record system (Inform)

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS

Use standard keyboard skills in day to day activities.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day and wearing a telephone headset for most of the working day.

The post holder will undertake filing on a daily basis and complete photocopying, as and when required.

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

MENTAL EFFORT

The work pattern will be predictable with frequent interruptions. There will be an frequent 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

Frequent direct exposure to distressing or emotional circumstances eg. sexually transmitted infections, when patients may become upset on the phone or face to face.

Frequently manage difficult situations which may arise with abusive clients and nuisance telephone callers. Occasionally these may need to be referred to a senior member of staff.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working

Continuous exposure to a noisy, open-plan, busy reception area and waiting room shared by multiple services.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Administrative Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
Relevant keyboard qualification i.e. ECDL, RSA II		D
NVQ 2 Business Administration/Customer Care or equivalent experience	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
IT/Keyboard skills and computer literate	E	
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary.	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Previous NHS/Social Services experience		D
Cash management i.e. petty cash		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Full UK driving license, access to a vehicle and business insurance	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
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				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	