

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

|                             |                                                            |
|-----------------------------|------------------------------------------------------------|
| <b>Job Title:</b>           | <b>Booking Clerk / Receptionist</b>                        |
| <b>Band:</b>                | <b>2</b>                                                   |
| <b>Responsible To:</b>      | <b>Team Leader/Admin Line Manager</b>                      |
| <b>Accountable To:</b>      | <b>Administrative Line Manager/Department Line Manager</b> |
| <b>Department/Division:</b> | <b>Trauma and Orthopaedics</b>                             |

### **2. JOB PURPOSE**

- Provide a professional, efficient and effective reception and appointment booking service to patients and visitors in accordance with Trust policies and standards; acting as the public face for the RD&E NHS Trust
- Undertake general clerical duties
- 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

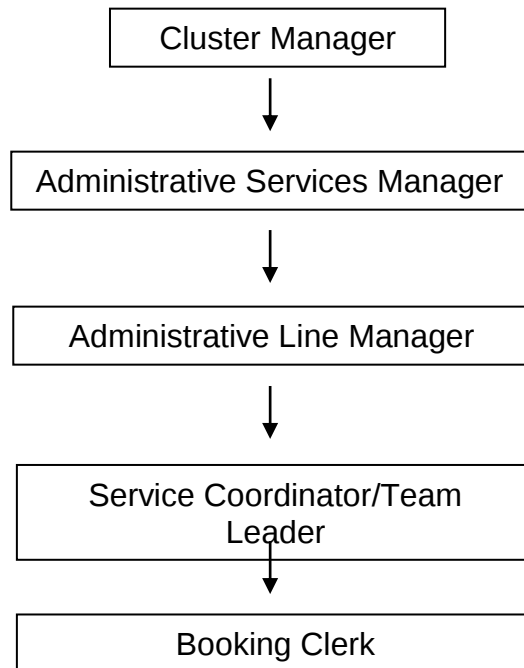
### **3. KEY WORKING RELATIONS (Examples below are not exhaustive)**

- 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

### **4. DIMENSIONS**

- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

## 5. ORGANISATIONAL CHART



## 6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

### Administrative functions

- Acknowledge and help all visitors/patients to the reception area promptly and professionally
- Use multiple computer systems as required within the department such as PAS, NHS E-referrals, CRIS to maximise all available outpatient capacity in an appropriate way
- Make and receive telephone calls both external and internal according to Trust standards
- Provide assistance for onward transportation as requested
- Ensure the reception area is kept clean, tidy and professional looking at all times
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS in line with Trust Information Governance policy
- Maintain health records and patient files in line with Trust Health Records Policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

### Service delivery/improvement

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate 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

### 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

- 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
- Organise and/or support meetings through effective communication

#### **Specific roles for Outpatient Reception**

- Ensure patients are receipted in line with Trust Standards
- Check all patient notes are received from Health Records and are available for clinic
- Ensure all patient documentation and patient details are prepped and accurately updated
- Record 'patient attendance' on PAS on arrival at the clinic
- Ensure clinic outcomes forms are completed and recorded in a timely manner
- Ensure patient confidentiality is maintained at all times
- Arrange follow up appointments or add patients to a follow-up pending list, as required, in accordance with clinician's instructions and Trust policy

#### **Specific roles for Booking Clerk**

- Use IT systems to maintain accurate and comprehensive records of patient details, referral sources, appointments and cancellations including actioning and replying to Reminder Service reports
- Ensure patient information is recorded accurately and promptly onto the appropriate system and any phone calls, emails are dealt with efficiently.
- Monitor clinics daily to ensure full utilisation of appointment slots and escalate any issues to team leader or slot manager.
- Actively monitor pending lists and action any Appointment Slot Issue requests
- Ensure all patients are booked within waiting times and breach dates and escalate to resolve any future problems.
- Cancel clinics and re-negotiate new appointments with patients by telephone where required, in a empathetic and helpful manner
- Respond to patient and relative enquiries appropriately
- Contribute to audits regarding departmental procedures
- Ensure NHS E-Referral Service worklists are updated timely

#### **Duties applicable to both roles**

- To have a flexible approach to working hours to meet the demands of the service
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas within the Trust

#### **Governance**

- 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
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

#### **Resource Management**

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

#### **Additional Responsibilities**

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band

- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

### **Trustwide Responsibilities**

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. 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

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.

### **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, we reserve 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.

## PERSON SPECIFICATION

**POST: Booking Clerk / Receptionist**

**BAND: 2**

| REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Essential / Desirable at:                                                             |                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Recruitment                                                                           | 1 <sup>st</sup> PDR or (award of) increment                                           |
| <b><u>QUALIFICATIONS / TRAINING:</u></b><br>Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English or equivalent experience<br>Clinical Document Management (CDM)<br>MY CARE/Epic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | E<br><br>D<br>D                                                                       | E<br><br>E<br>E                                                                       |
| <b><u>KNOWLEDGE / SKILLS:</u></b><br>Excellent planning & organisational skills<br>Ability to prioritise workload to respond to changing demand<br>Ability to liaise and communicate with staff at all levels<br>Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives<br>Ability to promote good working liaisons (staff, patients, relatives)<br>Extracting information / Listening Skills<br>Ability to handle complex enquiries - distressed & anxious patients<br>Ability to deal with challenging behaviour<br>Ability to provide excellent customer care<br>Knowledge of IT databases and computer systems<br>Comprehensive PC skills - databases, word-processing, email, Excel<br>Understanding of hospital IT systems<br>Knowledge of Epic or equivalent information system<br>Analytical skills & ability to problem solve<br>Proven strong administration skills<br>Accurate data entry<br>Excellent telephone manner<br>Knowledge of Trust procedures | D<br>D<br>E<br>E<br><br>E<br>E<br>E<br>E<br>E<br>D<br>D<br>D<br>D<br>E<br>E<br>E<br>D | E<br>E<br>E<br>E<br><br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E |
| <b><u>EXPERIENCE:</u></b><br>Previous clerical experience<br>Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG<br>Previous reception experience or dealing with the general public                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | D<br>D<br>D                                                                           | E<br>E<br>E                                                                           |
| <b><u>PERSONAL ATTRIBUTES:</u></b><br>Enthusiastic highly motivated & committed to delivering a service<br>Understand team work and work within a team<br>Able to plan and organise workload<br>Able to prioritise own work load and meet deadlines<br>Ability to work un-supervised<br>Can remain calm and professional in a busy environment<br>Empathetic, but able to understand professional boundaries<br>Smart appearance, adhering to the Uniform Policy<br>Welcoming friendly and approachable manner<br>An adaptable approach to work<br>Flexible approach to working hours<br>Commitment to continual development to inc. relevant new systems, policies and procedures<br>Adheres to relevant Trust policies & procedures                                                                                                                                                                                                                                                                                          | E<br>E<br>D<br>D<br>D<br>E<br>E<br>E<br>E<br>E<br>E<br>D<br>E<br>E                    | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E                    |

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|-----------------------------------------------------------|---|---|
| Adheres to confidentiality & data protection requirements | E | E |
|-----------------------------------------------------------|---|---|

| Hazards within the role, used by Occupational Health for risk assessment |  |                                |   |                                                          |   |
|--------------------------------------------------------------------------|--|--------------------------------|---|----------------------------------------------------------|---|
| Laboratory specimens                                                     |  | Clinical contact with patients |   | Dealing with violence & aggression of patients/relatives |   |
| Blood / Body Fluids                                                      |  | Dusty environment              |   | VDU Use                                                  | ✓ |
| Radiation / Lasers                                                       |  | Challenging behaviour          | ✓ | Manual Handling                                          | ✓ |
| Solvents                                                                 |  | Driving                        |   | Noise / Vibration                                        |   |
| Respiratory sensitisers                                                  |  | Food Handling                  |   | Working in isolation                                     |   |
| Cytotoxic drugs                                                          |  | Electrical work                |   | Night working                                            |   |