

JOB DESCRIPTION

JOB DETAILS	
Job Title	Telephonist/Receptionist
Reports to	Senior Switchboard Supervisor
Band	AfC Pay scale Band 2
Department/Directorate	Switchboard/Facilities

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 and. The post holder may be required to provide reception cover in a designated area and operate a switchboard system.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To provide telephonist/receptionist service to the Trust which includes</p> <ul style="list-style-type: none"> • answering and directing calls • dealing with routine queries • providing information to patients' & relatives either face to face or over the phone • providing information to staff either face to face or over the phone • operating internal pager system • calling on call personnel • monitoring and responding to critical alarms and emergency calls • North Devon District Hospital switchboard operates a 24/7 service therefore the post holder must be able to work unsociable hours, bank holidays and nights as required.

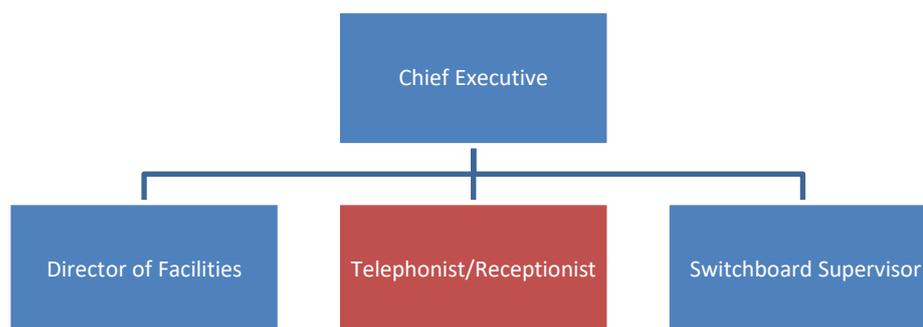
KEY WORKING RELATIONSHIPS
<p>Assist colleagues by covering both day and night duties, in times of sickness and annual leave to ensure an efficient and uninterrupted service to the users of the hospital</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p>

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">• Junior Doctors & Consultants• All other staff	<ul style="list-style-type: none">• Patients & relatives• Members of the public• GP's & other healthcare professionals

ORGANISATIONAL CHART



FREEDOM TO ACT

Post holder will work with supervision close by or with supervision available on call by phone
Post holder is guided by standard operating procedures
Post holder decides how results are best achieved within departmental guidelines
Post holder interprets broad policy and establishes standards

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when answering calls and dealing with face to face enquiries, 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 patient enquiries.

The post holder will require excellent communication skills, be responsible for keeping accurate records 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 callers as far as possible with enquiries ensuring that all such enquiries are referred to the appropriate person. Make judgements on facts or situations, such as resolving unanswered calls and dealing with complaints

PLANNING/ORGANISATIONAL SKILLS

Deliver day to day activities and plan straightforward tasks e.g. prioritising calls to the switchboard and updating records.

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 incidental contact with patients/clients by phone or face to face and will provide non-medical information and help 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 by attending and participating in meetings as necessary

FINANCIAL/PHYSICAL RESOURCES

Report all system failures to switchboard on call
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.
RESEARCH AND DEVELOPMENT
Comply with Trust requirements and undertake surveys as necessary to own work.
PHYSICAL SKILLS
The post holder will be required to work with a good degree of accuracy
PHYSICAL EFFORT
Frequent requirement to sit in a restricted position at display screen equipment for the majority 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 an occasional basis for several short periods during the shift
MENTAL EFFORT
The work pattern will be unpredictable with frequent interruptions. Good concentration will be required to deal accurately with emergency calls
The post holder will be expected to work alone at times
Prolonged periods of noise may be experienced when alarms are tested
The post holder will be expected to provide cover for other switchboard staff, including cover due to sickness absence and annual leave
EMOTIONAL EFFORT
Occasionally manage difficult situations, which may arise with abusive persons and telephone callers
WORKING CONDITIONS
Use display screen equipment for substantial proportion of working day and subjected to prolonged periods of noise at times
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: <ul style="list-style-type: none"> • 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.
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.

PERSON SPECIFICATION

Job Title	Telephonist/Receptionist
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Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING		
Good Standard of Education	X	
Relevant keyboard qualification i.e. ECDL, RSA II		X
NVQ 2 Business Administration/Customer Care or equivalent experience		X
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	X	
IT/Keyboard skills and computer literate	X	
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary.	X	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	X	
Previous NHS/Social Services experience		X
Mature & calm approach		X
PERSONAL REQUIREMENTS		
Reliability and Flexibility, able to contribute to changing demands of the service.	X	
Willing to undertake training relevant to the post.	X	
Ability to work within a team	X	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality	X	
Ability to work alone & work shifts including nights	X	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
Ability to travel to other locations as required		

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