

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Ophthalmology Outpatient Receptionist</b>
<b>Band:</b>	<b>2</b>
<b>Responsible To:</b>	<b>Ophthalmology Failsafe Officers</b>
<b>Accountable To:</b>	<b>Ophthalmology Service Manager</b>
<b>Section/Department/Directorate:</b>	<b>Ophthalmology Department, Planned Care</b>

### **Job Purpose:**

The post holder will be the first point of contact for patients entering the Ophthalmology outpatient departments. The post holder will deal with routine queries and provide information to patients', relatives and staff either face to face or over the phone.

The post holder will ensure the smooth running of Ophthalmology clinics. Carry out assigned tasks involving clinic preparation, reception duties and the booking of follow up appointments as per Trust guidelines. Additional administration tasks as directed by the Failsafe Team.

### **Context:**

The Ophthalmology Receptionist will be based at the South Molton Eye Centre but will also be expected to provide cover at our other sites when needed.

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 reception areas as appropriate as directed by the Failsafe Team.

### **Primary duties and areas of responsibility:**

General administrative and reception duties – responding quickly and effectively to visitors/patients to the department. Undertake a range of clerical duties as required.

Minimal prepping of Clinical notes.

Requesting notes as required and sending back of patient records using the appropriate electronic systems.

Follow the end of day process regarding appointments in line with Trust Policy.

Flexible to meet the needs of the service on a daily basis.

Dealing with queries from patients and other staff within the Trust.

Booking of follow up/transferring/cancelling appointments for patients including face to face, telephone and video consultations.

Contribute to the development of effective office procedures to meet the needs of a busy and modernising department.

Full, accurate and proper use of EPIC in line with the Trust's IHCS Policy.

Prioritise and manage ever changing workload and activity. Support the development and training of new members to the team as directed by the Failsafe Team.

To support Team Leader/Managers with service improvements by actively contributing to discussions which will enhance patient experience and improve working environments for staff.

Take advantage of in-house training opportunities to develop appropriate office and communication skills for personal development.

To observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.

Any other duties as may be required by the Failsafe Team. Liaise with other trust personnel.

To maintain the integrity and reputation of the Department and Trust by effective and harmonious attitudes and relationships with patients, colleagues and other hospital personnel.

Provide full support to Ophthalmology Outpatient Management Team at all times.

Participate in Trust's Annual Development & Review process, Team Meetings and One to One's.

### **Key Working Relationships:**

The post holder is required to communicate 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.

### **Organisational Chart:**

Chief Executive  
Associate Director of Operations Planned Care  
Group Manager  
Service Manager - Ophthalmology  
Ophthalmology Failsafe Officer  
Ophthalmology Support Officer  
Booking Administrators  
**Ophthalmology Receptionists**

## **Key Result Areas/Principal Duties and Responsibilities:**

### **Communication and Relationship Skills**

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring these are passed on to the correct person or acted on appropriately. The post holder may also be required to diffuse potential aggression from members of the public.

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 and Judgement Skills**

Make judgments on facts or situations, some of which require analysis, such as resolving conflicting work areas within outpatients. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the Outpatient Admin Manager.

### **Planning and Organisational Skills**

Deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. The post holder will be responsible for organising their own workload.

### **Physical Skills**

The post holder will have advanced keyboard skills to operate a range of computer software.

### **Responsibility for Patient and 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.

### **Responsibility for Policy and Service Development**

The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area.

### **Responsibility for Financial and Physical**

Report maintenance faults. To ensure the efficient and effective use of all resources used within the course of one's own duties maintain awareness of the financial impact of inappropriate use.

### **Responsibility for Human Resources**

Maintain and update own training level to post.

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.

### **Responsibility for Information Resources**

Daily use of IT programmes relevant to the department to process and store. Responsible for maintaining patient/staff data.

### **Responsibility for Research and Development**

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

**Decision Making**

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

**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 moderate physical effort (loads of not more than 5kg.) on a daily basis for several short periods during the shift.

**Mental Effort**

The work pattern is unpredictable, with frequent interruption. 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. Rare exposure to distressing circumstances.

**Working Conditions**

Use display screen equipment for substantial proportion of working day.

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

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 Trust 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 post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

## **SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

## **HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

## **INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

## **CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

Job holder's Signature .....

Date: .....

Manager's Signature: .....

Date: .....

## PERSON SPECIFICATION

**POST : Outpatient Receptionist**

REQUIREMENTS	E/D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS / SPECIAL TRAINING :</u>  Good Standard of Education  NVQ 2 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  Relevant IT qualification specific to post i.e ECDL, keyboard skills	E  E  E	Application Form  Application Form/Skills Test  Application Form		
<u>KNOWLEDGE/SKILLS:</u>  Effective interpersonal, organisational and communication skills  Ability to manage own workload within busy environment.  Advanced IT/Keyboard skills,	E  E  D	Interview  Application Form/ Interview  Interview		
<u>EXPERIENCE:</u>  Proven clerical/administrative experience within customer care environment or similar.	E	Application Form		

Previous NHS/Social Services experience	D	Application Form		
<u>PERSONAL REQUIREMENTS:</u>  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Ability to work under pressure.	E  E  E  E  E	Interview  Interview  Interview  Interview  Interview		
<u>OTHER REQUIREMENTS:</u>  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required	E  E	Interview  Interview		

\* Essential/Desirable

HAZARDS :					
Laboratory Specimens		Clinical contact with patients		Performing Exposure	
Proteinacious Dusts				Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving		Noise	X
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			