***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS**  |
| **Job Title**  | Booking Clerk/Receptionist |
| **Reports to**  | Admin Team Lead |
| **Band**  | 2 |
| **Department/Directorate**  | Fertility – Child & Women’s Health |

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| **JOB PURPOSE**  |
| * To provide an efficient and responsive patient administration and appointment booking service, in accordance with Trust policies and standards relating to confidentiality and customer care.
* To manage a large volume of calls daily using the Shoretel Telephone system.
* Use multiple computer systems as required within the department such as MYCARE, NHS E-Referral Service and MS Office applications to utilise all available outpatient capacity in an appropriate way.
* Actively take part in implementing, maintaining and improving the department’s computer systems and the processes required to meet the demands of the new technology.
* Ensure that the professional image and high standards of the Trust are maintained at all times.
* Adhering to the Trusts policies, systems and procedures (including the Trusts Confidentiality Policy).
* To adhere to the procedures, protocols and guidelines of the Human Fertilisation and Embryology Authority (HFEA).
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| **KEY WORKING RELATIONSHIPS**  |  |
| * Patients and relatives
* Administration and secretarial teams across the Trust
* Departmental Team Leaders/Line Managers
* Central Support Team
* DRSS
* Directorate and Service Managers
* Directorate Slot Administrators
* GPs and PCT practice staff
* Clinicians
* Nursing staff
* Medical Records staff
* Investigation teams
* Other healthcare professionals
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| **ORGANISATIONAL CHART**  |
| Cluster Support ManagerAdmin Service Manager **Admin Team Lead****Post-holder** Nurses/Embryologist Consultants Denotes line management accountabilityDenotes a reporting relationship |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**  |
| **Operational Responsibilities*** To ensure all paperwork/electronic notes received in the department are appropriately signed for on a daily basis
* To ensure all paperwork/electronic notes are prepared, updated and available for further use as necessary
* To ensure fertility patient case notes are collated, prepared, updated and available for further use as necessary
* To ensure confidentiality of patients/staff etc are maintained at all times
* To ensure department IT system is up to date and accurate within own area of responsibility
* To ensure all outcomes and work is completed within one working day – escalating any concerns to reporting manager
* To ensure fertility patient case notes are retrieved from the file room and available for further use as necessary
* To provide assistance for onward transportation as requested
* To ensure the Reception area is kept clean, tidy and professional looking at all times
* To answer telephone calls within 4 rings
* To acknowledge and help all visitors/patients to the Reception area promptly and professionally
* Ensure notes are tracered promptly and accurately using the in-house tracer system
* To open and action post for the department on a daily basis
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| 1. Use the Shoretel Telephony system to take large volumes of calls daily.
2. Answer the telephone promptly in a polite and helpful manner adhering to telephone script.
3. Provide information and have contact with possible distressed/anxious patients treating them with tact and sympathy.
4. Liaise regularly with multi-disciplinary staff e.g. consultants, nurses and embryology team
5. Liaise regularly with Slot Administrators Trust wide
6. Liaise with GP surgeries, DRSS and other hospital colleagues.
7. Liaise with the appropriate department regarding clinic bookings/diagnostic tests as necessary.
8. To regularly communicate with colleagues within the department to ensure the workload is completed daily
9. To attend monthly departmental team meetings, admin meetings
10. To attend weekly Comm Cell meetings
11. Contribute to a friendly and responsive appointment booking service
12. To send and answer emails in a polite and helpful manner adhering to scripts provided to patients and colleagues trust wide and externally.
13. To ensure every patient booked by the department is contacted via Email or telephone to inform them of their appointment to avoid any missed appointments
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Be able to use judgement and initiative to deal with complex, difficult situations and anxious patients.
* Provide advice and information on departmental procedures, appointment and clinic arrangements on a one to one basis with patients.
* Actively monitor and identify potential breaches and escalate to resolve any future problems.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| 1. Use multiple IT systems to maintain accurate and comprehensive records of patient details, referral sources, investigations, appointments, cancellations, DNAs etc on the computerised systems, namely MYCARE and NHS E-Referral Service,to track and book patients appropriately (arranging any tests or extra information required) within national wait times.
2. Ensure patient information is recorded accurately and promptly onto the appropriate system and any phone calls, emails are dealt with efficiently.
3. Monitor clinics daily to ensure full utilisation of slots and escalate any issues to team leader or Admin Services Manager
4. Monitor waiting lists and book all patients ensuring they are booked within the 14day cancer target.
5. Escalate any patients who cannot be booked within the 14day cancer target with Trust Wide Slot Administrators.
6. To ensure all relevant tests are booked prior to outpatient appointment
7. Cancel clinics and re-negotiate the appointment with patients by telephone where required, in a sympathetic and helpful manner.
8. Contribute to audits regarding departmental procedures
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| **PHYSICAL SKILLS**  |
| * Light physical effort, frequent requirement for sitting in a restricted position for a substantial period of the day
* Frequent requirement to locate case notes from the clinic file room/staff offices for a substantial period of the day
* Keyboard use
* Frequent requirement for concentration
* Telephone headset being worn for a considerable part of the day
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| **PATIENT/CLIENT CARE**  |
| * Patient contact will be over the telephone and face to face
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.
* Work as part of the team in developing processes within the department to meet the demands of a growing service.
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| **HUMAN RESOURCES**  |
| * Assist in the training and help new members of staff acclimatise to their new role.
* To provide cover in periods of absence as directed by department manager.
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| **INFORMATION RESOURCES**  |
| * Use multiple IT systems to maintain accurate and comprehensive records of patient details, referral sources, investigations, appointments, cancellations, DNAs etc on the computerised systems, namely MYCARE and NHS E-Referral Service,to track and book patients appropriately (arranging any tests or extra information required) within national wait times.
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| **RESEARCH AND DEVELOPMENT**  |
| * Work as part of the team in developing processes within the department to meet the demands of a growing service.
* Contribute to audits regarding departmental procedures
* Participate in service improvements

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| **FREEDOM TO ACT**  |
| * is guided by standard operating procedures
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| **OTHER RESPONSIBILITIES**  |
| To take part in regular performance appraisal.There will be a requirement to have a flexible approach to working hours to meet the demand for the service; this may include some evening and weekend work.To undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingTo 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 infectionAs 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. |
| **APPLICABLE TO MANAGERS ONLY** |
| **Quality and User Involvement*** Wherever possible and appropriate seek the involvement of service users and PPI team in service planning and monitoring.
* Create a positive environment that promotes patient involvement at all levels.
* Act upon findings of internal or external audits to continuously improve the quality of the service.
* Addressing both verbal and written complaints in a timely, sympathetic and professional manner.
* Work to ensure specialty based induction for clinical and non-clinical staff is embedded in departments.
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| **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:CompassionIntegrityInclusionEmpowermentWe 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. |

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| **POST**  | Booking Clerk/Receptionist |
| **BAND**  | 2 |

Each element of the person specification must relate to the work set out in the job description. The person specification should make very clear the minimum level of knowledge, skills and experience required.

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING:**Minimum GCSE grade 4-7 (A-C) or equivalent in English and Maths/and OR relevant NHS/Administration experienceECDL or equivalent experience of using computersNVQ IIin Administrationor equivalentMYCARE Outpatients or equivalent information system | EEDD | EEEE |
| **KNOWLEDGE/SKILLS/ABILITIES:**Working knowledge of Microsoft Office packages – including Outlook, Word, Excel; pivots and spreadsheetsExcellent verbal communication skills including efficient and understanding telephone mannerAbility to deal with members of a multidisciplinary teamKnowledge of outpatient procedures across secondary careAdvanced keyboard skills; ability to use multiple systems requiring speed and accuracy. Knowledge of the Trust systems including NHS E-Referral Service, MYCARE Knowledge of issues of working with confidential information and understanding of need for confidentialityBasic Medical terminology  | DEEDDDED | EEEEEEEE |
| **EXPERIENCE:**Previous healthcare experience (dealing with members of the public on day to day basis)Proven clerical experience including organising day to day tasksHandling a large number of incoming telephone calls in a Booking Centre environment Experience of inputting accurate and timely data into computer systemsCustomer focused service | DE DEE | EE EEE |
| **PERSONAL REQUIREMENTS:**Frequent requirement for concentrationFlexible approach to working hoursAble to follow Trust policies and proceduresAbility to work as part of a team including implementing and improving processesAble to offer a sympathetic & understanding approach to patients & their relatives, especially when dealing with sensitive and complex issuesFrequent requirement to search and retrieve patient cases notesAbility to deal with challenging behaviourAbility to work under pressureMaintain a high level of confidentiality in accordance with Trust and HFEA GuidelinesAbility to work unsupervisedAbility to work to deadlines | EEEEEEEEEEE | EEEEEEEEEEEE |
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | √ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort - Keyboard skills | Y |  |  |  | √ |
| Mental Effort  | Y |  |  |  | √ |
| Emotional Effort  | Y |  | √ |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |