

JOB DESCRIPTION

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

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| **JOB PURPOSE** |
| 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.  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.    **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To provide telephonist/receptionist service to the Trust which includes   * 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** |
| 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  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.    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.  This will include verbal, written and electronic media  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Junior Doctors & Consultants * All other staff | * Patients & relatives * Members of the public | |  | * GP’s & other healthcare professionals | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **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:   * 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

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| **Job Title** | Telephonist/Receptionist |

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

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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 | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/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) | 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 |  |  |  |