

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Endoscopy Receptionist |
| **Reports to**  | Endoscopy Nurse Manager |
| **Band**  | Band 2 |
| **Department/Directorate**  | Medicine |

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| **JOB PURPOSE**  |
| * To carry out a range of clerical and receptionist duties within the Endoscopy Unit.
* The endoscopy unit has 2 treatment rooms each of which usually runs 2 lists per day. The endoscopy suite is currently open from 08.00 to 18.00. The receptionist is required to cover the office during these hours.
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Welcoming of patients, visitors and NDDH employees into the department. Registration on the computerised system, checking discharge arrangements including hospital transport.Track notes daily Input, amendments and collecting of clinical data, in relation to the computerised system, including hospital applications.Printing of treatment room lists daily and amending of lists as and when required by senior staff, consultants and consultants’ secretaries. Creating of patient’s profiles after completion of lists.Taking minutes during regular staff meetings. Typing of agendas, minutes, letters, memos, reports and guidelines. Creating and entering information onto templates. Opening and distributing mail. To undertake photocopying, faxing and laminating documents when required.General office duties e.g. taking and relaying of telephone messages, answering medical pagers/bleeps and ordering of stationery and requisites.Maintain absolute confidentiality at all times.Demonstrate the ability to work on own initiative.Ability to use Microsoft windows applications e.g. Word, Excel and e-mail and to operate adequate file management when saving documents. To undertake training as identified in D&R.Provide cover for colleagues during sickness or annual leave for such duties as may be required by the department manager or his/her deputy, and to assist with the training of new clerical staff as necessary. To attend all mandatory training sessions e.g. Fire, Health and Safety, Manual Handling and Display Screen Equipment on a regular basis and to comply with regulations set down by the Trust.Take bookings for private and emergency patients, whilst ensuring there is ample space.In the absence of the endoscopy booking clerk, the receptionist will assist in covering the role.Providing guidance for both patients and relatives using the multi disciplinary team.When the consultant’s lists are finished, ensure all reports are scanned to the GP’s surgeries.Seal and arrange for confidential waste to be collected. |
| **KEY WORKING RELATIONSHIPS**  |
| All clinical staff within the service, Service development manager, Business support manager, A & C staff, Lead administrators, other medical staff and related services. Outside agencies, clinical and non-clinical. 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. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Endoscopists
 | * Patients and Families
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| * Consultants
* Nurse endoscopists
 | * Trust visitors
* GPs
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| * Nurses, paramedics, ODPs
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| * Admin and clerical staff
* Medical secretaries
* Ward clerks
* Health records
* IM&T departments
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| **ORGANISATIONAL CHART**  |
|  Divisional General Manager – Unplanned CareSenior Nurse for Unplanned CareSister/Charge Nurse EndoscopyBookings supervisorBookings ClerksReceptionist |
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| **FREEDOM TO ACT**  |
| To what level are decisions made with or without reference to supervisor/line manager. Can this be illustrated in some way in the duties listed? At what level does this operate, does the post holder : i) work with supervision close by, ii) is guided by standard operating procedures, iii) work is managed rather than supervised, iv) post holder decides how results are best achieved, v) interprets broad policy and establishes standards. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Ensure effective communication and maintain harmonious relationships with colleagues and other Trust staff and outside agencies.All employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out, to maintain a safe environment for employees and visitors. Individual employees should also refer t specific Health and Safety requirements within their own job descriptions. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Assess and prioritise verbal, electronic and written information. To assist as far as possible in non-medical enquiries ensuring that all non-routine and medical enquiries are referred to the appropriate person.Resolving appointment and booking issues.Act on pathology results as appropriate.  |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Deliver day to day activities and plan straightforward tasks e.g amendments to bookings.Organise own workload |
| **PATIENT/CLIENT CARE**  |
| The post holder is required to ensure the patient is the priority, at the centre of all activitiesContact with the patients is regularProvides non-medical information and advice.  |
| **POLICY/SERVICE DEVELOPMENT**  |
| To work to trust Policies, Procedures and Standard Operating Procedures (SOP)To maintain Trust Standards of Clinical GovernanceTo contribute to areas of service development with support from registered professionals. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Support the efficient use of resources including: maintaining stocks and supplies and ordering equipment and resources as agreed or directed. Ensure safe and efficient use of stock and equipment including: ensuring equipment is checked appropriately and any defects reportedDemonstrate and instruct the use of equipment to ensure safety under supervision. |
| **HUMAN RESOURCES**  |
| Where appropriate supervising, assessing and supporting peers including bank staffMaintain own professional development and attending training, including all mandatory trainingBe prepared to share knowledge and experience both formally and informallyParticipate in the training and induction of other staff as appropriate |
| **INFORMATION RESOURCES**  |
| Daily use of relevant IT programmes related to department activity. As per training given and following Trust Policies and Procedures. |
| **RESEARCH AND DEVELOPMENT**  |
| Must comply with Trust requirementsUndertakes audits / surveys as necessary.  |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipmentTo undertake photocopying of various documents, as and when requiredManual handling of loads of not more than 5kg |
| **MENTAL EFFORT** |
| Unpredictable work pattern and frequent interruptionsConcentration required for data entryCovering for other receptionists during busy periods, sickness absence and annual leave. |
| **EMOTIONAL EFFORT** |
| Frequently manage difficult situations, which may arise with abusive clients and telephone callersOccasionally these may need to be referred to a senior member of staff.  |
| **WORKING CONDITIONS** |
| Uses display screen equipment for substantial proportion of the working day |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 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.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.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Endoscopy Receptionist |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Minimum GCSE grade A-C English & and Mathematics (or equivalent)Health and safety i.e. work station and safety monitoringEPIC knowledge  | EE | D |
| **KNOWLEDGE/SKILLS**Office terminology and procedures, use of equipment e.g. scanner, photocopier, computers and printersAwareness of data protection issuesProven IT skills and working knowledge of Microsoft Office suite and database systemsExperience of using hospital IT systemsKnowledge of Health and Safety procedures and guidanceKnowledge of audit processesAble to plan workload and work under pressureAble to work effectively within a complex, multidisciplinary teamAbility to work on own initiative and discretionProven organisational skillsExcellent communication and relationship skillsComprehensive PC skills including databases, Word processing, Microsoftexcel, email, SolusExcellent telephone manner | EEEEEEEEEEEE | D |
| **EXPERIENCE** Experience working with the general public both face to face and especiallyover the telephoneCustomer care experience | EE |  |
| **PERSONAL ATTRIBUTES** Able to work on own initiativeProven ability to work successfully within team environmentAccurate and timely presentation of informationFlexible approach to working hours/tasksFriendly/approachable mannerRespect confidentiality at all timesShow initiative, but also able/willing to follow instructionResponsible and professional approach at all timesAble to cope in a busy working environment with conflicting demands on own timeWillingness to learn new systemsPhysical effort requiredMental effort requiredEmotional effort requiredAdheres to data protection and confidentiality  | EEEEEEEEEEEEEE |  |
| **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.  | ED |  |

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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 | R |  |  |  |
| Contact with patients | Y |  |  |  | Y |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N | R |  |  |  |
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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 | RRRRYRRR | R |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y | Y |  |  |  |
| 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 |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  | Y |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y | R |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  | F |
| Mental Effort  | Y |  |  |  | F |
| Emotional Effort  | Y |  |  |  | F |
| Working in isolation | Y | R |  |  |  |
| Challenging behaviour | Y |  | Y |  |  |