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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Telephonist/Receptionist** |
| **Band:** | **Band 2** |
| **Responsible To:** | **Senior Switchboard Supervisor** |
| **Accountable To:** | **Assistant Director of Facilities** |
| **Section/Department/Directorate:** | **Switchboard/Facilities** |
| **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 dealing with routine queries and providing information to patients’, relatives and staff either face to face or over the phone. The post holder may be required to provide reception cover in a designated area and operate a switchboard system.  To provide telephonist/receptionist service to the Trust which includes answering and directing calls, 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. |

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| **Context:** |
| The post holder will be based on the switchboard of North Devon District Hospital, which is a busy switchboard handling an average of 2500 calls per day.The post holder will fulfil all switchboard tasks and work as part of a team. |

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| **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. |

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| **Organisational Chart:** |
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**Key result areas/duties and responsibilities:**

**Communication and 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 and judgement 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 and Organisational skills**

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

**Physical skills**

Use standard keyboard skills in day to day activities. The post requires the operation of a switchboard.

**Responsibility for 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.

**Responsibility for Policy and 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

**Responsibility for Financial and 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 Responsibility**

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 relevant IT programmes related to department activity.

**Responsibility for Research and Development**

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

**Decision Making**

The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague.

**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.

**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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**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: Telephonist/Receptionist**

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| REQUIREMENTS | E/D\* | HOW TESTED?Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE(1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :Good Standard of EducationRelevant keyboard qualification i.e. ECDL, RSA IINVQ 2 Business Administration/Customer Care or equivalent experience  | EDD | Application FormApplication FormApplication Form |  |  |
| KNOWLEDGE/SKILLS:Effective interpersonal, organisational and communication skillsIT/Keyboard skills and computer literateAbility to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary. | EEE | InterviewApplication Form/InterviewInterview |  |  |
| EXPERIENCE:Proven clerical/administrative experience within customer care environmentPrevious NHS/Social Services experienceMature & calm approach | EDD | Application Form/InterviewApplication FormApplication Form/Interview |  |  |
| 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 | EEEEE | Application Form/Interview InterviewInterviewInterviewApplication Form/Interview |  |  |
| 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 | EE | InterviewInterview |  |  |

\*Essential/Desirable

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