

JOB DESCRIPTION

JOB DETAILS	
Job Title	Receptionist
Reports to	Reception Team Leader
Band	Band 2
Department/Directorate	Specialist Services – Sexual Health Service, Walk-in Centre, Exeter

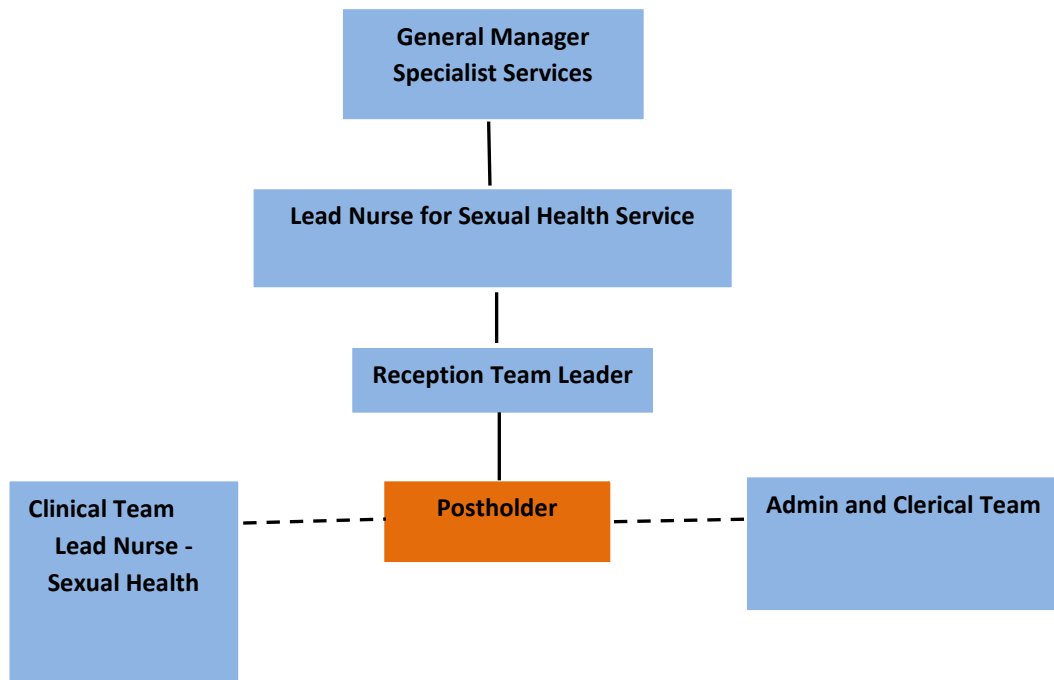
JOB PURPOSE
<ul style="list-style-type: none"> To provide effective reception provision and support to the operational team which may include retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies, including taking part in the results process pathway. 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 and staff, either face to face or over the phone. The post holder will be required to provide reception cover in designated areas of the service, including locality clinics i.e Okehampton, Exmouth, Tiverton and respond to telephones promptly and efficiently. To undertake specific administration tasks as designated by the line manager /supervisor

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager i.e locality clinics in Okehampton, Exmouth & Tiverton The post holder will be responsible for distributing and re-directing mail and ensuring message are passed on to the appropriate person. Resolving appointment and booking issues, using judgement skills and analysis. Deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. Identifies opportunities for development of reception services and improvements Uses initiative to deal with routine matters and refers more complex queries to senior member of staff Receives deliveries, ensures distribution to appropriate areas. Ensures demographic details and relevant results are entered correctly into patients' electronic records.

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> All clinical staff within the service i.e , Business Support Manager, A& C Staff, Team Leaders, Lead Administrators, Outside Agencies, clinical & non clinical. The post holder is required to deal effectively with staff of all levels throughout the Trust, the, 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
<ul style="list-style-type: none"> Service Manager A& C Staff Lead Nurse Sexual Health Secondary Care Providers Sexual Health team Barnstaple and Torbay Reception Team Leader/Lead Administrator All clinical staff and related services Locality hospital staff i.e Tiverton,Okehampton 	<ul style="list-style-type: none"> External organisations and the public. Wider Healthcare community GP practices Charity Organisations

ORGANISATIONAL CHART



Key:

- Denotes Line Management Accountability
- Denotes a liaison relationship

FREEDOM TO ACT

- To work within Trust policies and procedures.
- Uses initiative to deal with routine matters and refers more complex queries to senior member of staff.
- Organises own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will be required to adhere to the organisations standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner. This could be face to face or over the phone where there maybe barriers to understanding, for example dealing with appointments and booking of .
- The post holder will be responsible for distributing and re-directing mail and ensuring message are passed on to the appropriate person.
- The post holder will be required to deal with all visitors to the service in a non-judgemental and empathetic manner, sometimes needing tact and persuasive skills.

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, using judgement skills and analysis.
- Act on pathology results as appropriate.

PLANNING/ORGANISATIONAL SKILLS

- Deliver day to day activities and plan straightforward tasks e.g. amendment to bookings.
- Organises own workload.
- Partakes in results process as required during a shift.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities.
- Contact with clients is regular, by telephone or face to face.
- Provides non-medical information and advice, to patients, carers or families.

POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> Adheres to Trust policies and procedures. Contributes to the continuous improvement in the efficiency and effectiveness of the service provided to clients. Attend and participate at meetings as necessary. Identifies opportunities for development of reception services and improvements
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> Receives deliveries, ensures distribution to appropriate areas . Monitors stock levels of stationery. Report maintenance faults. 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
<ul style="list-style-type: none"> Provide on the job training for new staff ,and work experience students both at the main site and localities. Take an active part in the development review of own work suggesting areas for learning and development in the coming year.
INFORMATION RESOURCES
<ul style="list-style-type: none"> Daily use of relevant IT programmes related to department activity. As per training given and following Trust policies and procedures. Ensures demographic details and relevant results are entered correctly into patients electronic records
RESEARCH AND DEVELOPMENT
Undertakes audits and surveys as necessary.
PHYSICAL SKILLS
<ul style="list-style-type: none"> Standard keyboard skills. Entering patients details into the electronic patient records.
PHYSICAL EFFORT
<ul style="list-style-type: none"> Frequent requirement to sit in a restricted position at display screen equipment for most of the working day . To undertake filing as required. To undertake photocopying of various documents, as and when required. Manual handling of loads of not more than 5kg.
MENTAL EFFORT
<ul style="list-style-type: none"> Frequent requirement for concentration required for data entry, including results process, where the work pattern is predictable. Covering for other receptionists during busy periods, sickness absence and annual leave this can be on main sites and locality sites. This may involve travelling and working in other areas.
EMOTIONAL EFFORT
Occasional exposure to distressing or emotional circumstances, when patients may become upset at the reception area.
WORKING CONDITIONS
<ul style="list-style-type: none"> Uses display screen equipment for substantial proportion of working day. Frequently manage difficult situations, which may arise with abusive clients and telephone callers occasionally these may need to be referred to a senior member of staff.
OTHER RESPONSIBILITIES
<ul style="list-style-type: none"> 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.

APPLICABLE TO MANAGERS ONLY

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.

PERSON SPECIFICATION

Job Title	Receptionist - Sexual Health
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	✓	
Relevant keyboard qualification i.e. ECDL, RSA II		✓
NVQ2 Business Administration/Customer Care or equivalent experience	✓	
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.	✓	
Ability to follow instructions for specific tasks.	✓	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	✓	
Previous NHS/Social Services experience		✓
Cash management i.e. petty cash		✓
PERSONAL ATTRIBUTES		
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.	✓	
Other Requirements		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	✓	
Willing to travel to other locations as required.	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
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				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
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				
Electrical work	Y/N				
Physical Effort	Y/N				X
Mental Effort	Y/N				x
Emotional Effort	Y/N		x		
Working in isolation	Y/N				
Challenging behaviour	Y/N		x		