

HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

Job Title: Control Room Operative/Receptionist

Band: 2

Department: Secure Services

Responsible to: Administration Officer

Responsible for: Humber Centre and Pine View Control Room/Reception

Location: Humber Centre and Pine View, Willerby Hill

Job Role Summary

- To issue, operate and maintain security equipment and to implement security focussed processes based in the reception control rooms of low and medium secure units.
- Additionally, to provide administrative support to clinical teams/support services within standard administrative procedures and contribute to the planning and development of the service/department as a member of the team.
- Playing a key role in resolving problems of a customer service and administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff.
- Good organisational and communication skills are essential to the successful candidate to be able to liaise with multi-disciplinary teams within the Trust and ensure excellent standards are maintained.

Core Functions

- To provide customer service to Trust staff, professionals, families, and carers incoming to Secure Services.
- Operate and maintain security equipment and to implement security-focussed processes based in the reception control room(s) of low and medium secure units.
 - Logging/reporting jobs on Planet FM of any building related issues.

Communication and Relationships Skills

- To provide and receive routine information orally, in writing or electronically to inform work colleagues, clients, the public/external contacts.
- To demonstrate a competent level of inter-personal skills when providing information of a non-clinical nature to staff, clients, public/external agencies, maintaining the Trust standards of customer service.
- To understand IT and Microsoft office packages

Analytical and Judgemental Skills

- To make judgments in resolving problems of a customer service or administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff.
- To deal with all enquiries effectively and responsively, deciding upon appropriate follow-up action.
- To deal with incoming/outgoing mail in accordance with workplace procedures.

Planning and Organisational Responsibilities

- To plan and organise own day to day tasks within the parameters set out by supervising staff.
- To assist with the arrangement of meetings, may be required to take notes of a non-complex nature.
- To plan and organise a range of straightforward tasks as directed by senior staff in line with service provision.

Physical Skills

- Standard keyboard skills
- Maintain up to date training and knowledge to effectively move and handle equipment in a safe and effective manner.

Responsibilities for Patient Care

- Incidental patient contact
- May provide information of a non-clinical nature to clients and carers in relation to appointments, transport etc.

Responsibilities for Policy and Service Development Implementation

- Follows policy in own role
- Be aware of relevant Trust policies and procedures e.g. Fire, Health and Safety, Information Governance and Infection Control.
- May comment on policies, procedures or possible developments relative to the area of work.

Responsibilities for Financial and Physical Resources

- To use office equipment in an appropriate manner, reporting any faults following the recognised organisational procedure.
- To order stationery supplies/issue petty cash as appropriate to the role.

Responsibilities for Human Resources

- To assist in the induction of new staff
- To work towards the objectives agreed in own Performance and Development Review.

Responsibilities for Information Resources

- To input data onto a computerised system
- Text processing as necessary to the role
- To maintain records both manually and electronically producing routine information as required.
- To contribute to the maintenance of accurate and up-to-date filing systems.

Responsibilities for Research and Development

- To contribute to research projects/audits/surveys within the service speciality under supervision.

Freedom to Act

- *Works within well established procedures under supervision.*
- *Uses own initiative to resolve problems of a customer service or administrative nature within pre-defined limits.*

Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.
 - Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.

- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- **Infection Prevention and Control:** Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- **Service/Departmental standards:** Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- **Finance:** All Trust staff will comply with financial processes and procedures
- **Safeguarding Children:** Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

Confirmation of Job Evaluation Process

Job Reference Number:	JE2346
Date of Job Evaluation:	July 2023

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	Standard keyboard skills e.g. RSA/OCR II or equivalent 2 GCSE/O Levels in English and Maths To have some knowledge of office procedures, clerical/reception work.	3 or more GCSE/O levels Working towards advanced keyboard skills NVQ2 or equivalent experiential learning Knowledge of a range of work procedures and practices.	Application form Interview Formal qualifications/certificates
Experience	Experience of working with the general public Knowledge of IT systems	Demonstrable experience of practice and procedures relevant to the area of work.	Application form Interview
Skills and Competencies	Able to demonstrate inter-personal communication skills Able to plan and prioritise effectively and work within defined deadlines A team player Ability to maintain confidentiality and be trustworthy		Application form Interview



Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos		x				
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects		x				
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone / with passengers / with goods		x				
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Emails, use of booking system
Response to emergency situations	x		x			In the event of a Fire evacuation
To change plans and appointments / meetings depending on the needs of the role	x			x		Adjust room bookings for staff
Clinical Interventions		x				
Informing patients / family / carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for / working with patients with severely challenging behaviour	x			x		Occasional exposure to emotional or distressing circumstances
Typing up of minutes / case conferences	x			x		Notes/Typing of team meetings



Clinical / hands on patient / client care		x				
Contacts with blood / bodily fluids		x				
Exposure to verbal aggression	x		x			Exposure to verbal abuse from public/clients
Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust / dirt / fleas		x				
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work		x				
Use of road transport		x				

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Caring, Learning
& Growing Together

A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.