

JOB DESCRIPTION

Job Details

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| Job Title: | Receptionist/Outpatient Clerk (Band 2) |
| Division: | Gynaecology MCS |
| Base: | Oxford Road Campus/Withington Hospital |

Role Summary

This post is responsible for providing a reception service and clerical support to the Gynaecology Outpatients Services in accordance with relevant policies, procedures, protocols and guidelines.

To be the first point of contact for patients and visitors and deliver a high standard of customer and patient care, by providing a friendly, confidential and non-judgemental approach to all in contact with the service.

To liaise with a wide range of service providers to provide an efficient and helpful service to all patients and visitors

To undertake a range of general administrative duties to support the smooth and efficient day to day running of the service. This will require excellent organisational skills, working in a demanding environment and an adequate working knowledge of administrative systems.

To play a key role in ensuring any issues are escalated or resolved by effective communication, initiative and by following the Trust and departmental policies and procedures

Duties and Responsibilities

- Cover reception area during operational hours and ensure registration and reception duties are carried out in line with Trust and service policies & procedures
- Deal with all patients in a caring and professional manner
- Attend/DNA patients for appointments on arrival and update personal details on PAS where required.
- Communicate with service users, relatives & carers, both face to face and on the telephone giving non clinical help, advice and information.
- Ensure all messages are taken accurately and forwarded promptly, and any urgent messages referred immediately to management

- Greet all patients and visitors attending main reception desk and effectively dealing with any enquiries including providing accurate directions across the whole hospital site
- Receive, distribute and action mail / deliveries as appropriate
- Deal tactfully with patients who may be in a highly emotional state and escalating when required to security and / or management
- Liaising with different departments to fulfil patient requests e.g. arranging transport or facilities to help transport patients across the hospital
- Act as first point of contact for patients making complaints either in reception or on the telephone ensuring they are handled sensitively and efficiently, ensuring any urgent matters are reported immediately to the line manager.
- Maintain the reception area in a tidy condition according to service standards
- Implement changes/updates to administrative & reception systems and procedures in accordance with clerical / departmental protocols.
- Undertake routine clerical duties and any other tasks relevant to the role as requested i.e. filing, scanning, photocopying, faxing
- Contribute to the training and development of reception staff as appropriate
- Participate in relevant staff meetings and protected learning sessions
- Undertake mandatory training as required for the post
- Ensure security and confidentiality of all patient information in line with Trust procedures and the Data Protection Acts 1984 & 1998

Responsibilities for Information Resources

- Use the PAS system to input patient clinic attendances (including those for off-site clinics) in an accurate and timely manner, bringing any problems to the attention of the line manager
- Using the PAS system to look up patient information / book Main Outpatient clinic appointments for follow up patients where necessary
- Ensure any system problems are reported promptly through the appropriate channels in accordance with agreed procedures.

Responsibility for patient care

- Inform in a timely way the line manager of significant changes or complaints. Record all incidents/near misses in accordance with Trust and service policies and procedures
- Maintain patient confidentiality at all times according to the Trust & service policies

Patient Record Duties

- Create and maintain patient record folders for departments ensuring their availability when required
- Use the appropriate tracking system on PAS to track any patient notes
- Locate and request any missing notes from appropriate locations, liaising with departments as required
- File investigation reports and correspondence in care notes
- Coordination of the preparation of patient notes for Outpatient clinics

Supplies and Stock Control Duties

- Maintain supplies of resources and report to management when low

Education and Development

1. To be responsible for own development through appraisal and personal development planning
2. To keep abreast of developments within the Trust and the NHS as a whole, and to ensure that the most up to date practices are appropriately employed within the working environment.

Other Responsibilities

1. To take on other duties/tasks which may be reasonably requested within the remit of your grade.

Freedom to Act

To work autonomously, organising and prioritising own workload.

HEALTH AND SAFETY AT WORK

The Trust has statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety of either yourself or anybody else. The Trust's Health and Safety policies outline your responsibilities regarding health and safety at work.

The post holder must not wilfully endanger him/herself or others whilst at work. Safe working practices and safety procedures must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents must be reported to your Senior Manager and you are asked to participate in accident prevention by reporting potential hazards.

SECURITY

The postholder has a responsibility to ensure the preservation of NHS property and resource.

CONFIDENTIALITY

Confidentiality must be maintained at all times in all aspects of the work.

EQUAL OPPORTUNITIES

The Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.

NO SMOKING POLICY

The Trust has adopted a non-smoking policy.

The policy applies to staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will undertake not to smoke on hospital premises.

INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust Infection Control manual

This is not an exhaustive list of duties. The duties may change from time to time in line with the needs of the service and will be discussed between the manager and the post holder.

Signature Employee:

Date:

Signature Line Manager:

Date: