

### JOB DESCRIPTION

<b>Job Title:</b>	Receptionist
<b>Base:</b>	Brookside Clinic, Station Way East
<b>Agenda for Change banding:</b>	Band 2
<b>Hours of Work:</b>	25 hour per week (0.67 wte)
<b>Details of Special Conditions:</b>	The post will require use of VDU and keyboard and will be front facing with the public daily.
<b>Responsible to</b>	Podiatry Administrative Lead
<b>Managerial Accountability</b>	Head of Podiatry

#### MAIN PURPOSE OF THE POST

- To provide efficient, and high-quality confidential reception services for all the Departments at the Brookside Clinic
- To work with the clinical and administrative staff of designated services in the building to provide a co-ordinated approach to services being provided.
- The post-holder will be expected to support the admin processes within the Podiatry Department relating to data input, registering of referrals, scanning of documents, cancelling clinics, booking of appointments, and dealing with all enquiries in a professional manner.
- The service operates between the hours of 8.00 am and 5.00 pm therefore the post-holder will be expected to be flexible in line with the needs of the service and available to cover during sickness and annual leave if required.

#### RESPONSIBILITIES

##### Reception

- Deal with general enquiries for the building via the telephone, IT systems and personal callers prioritising as necessary
- To be the first point of contact within the building and accept parcels and deliveries for other Services.
- Be responsible for the overall appearance of the reception and waiting area. Update notice boards in the reception area to ensure that the patient area is clean and tidy, hazard free and there is appropriate reading material available for patients while waiting for treatment
- Deal with telephone calls from all grades of service users in a professional manner and action as necessary. These enquiries will involve providing

general, non-clinical advice to callers, some of whom may be anxious, distressed or occasionally aggressive.

- Diverting callers on to clinicians if appropriate or, when this is not possible, recording messages, passing them on and ensuring they are acted upon.
- Be responsible for sorting and opening Podiatry mail (if appropriate) and responding or redirecting appropriately.
- Collect all out-going mail and distribute internal mail for different departments.
- Assist the site manager in monitoring the cleanliness and general maintenance of the building and report any deficiencies as necessary
- Maintain the security of the reception area and premises in accordance with the security policy for Brookside Clinic making sure premises are unlocked and securely locked at night.

### Administration

- Send out patient letters and appointment cards and any other information required about the Podiatry service.
- Maintain a cancellation list to ensure appointments made available through cancellation are used effectively.
- Provide admin support for the Podiatry workshops
- Be aware of length of waits for appointments and highlight areas of concern to the Admin Supervisor to ensure that concerns are dealt with efficiently.
- Use the Department's Patient Administration System (RiO) daily to register new referrals, scan documents, book and cancel appointments.
- When necessary, participate as a member of the patient booking team, sharing duties and responsibilities, including covering during staff absences. A complete knowledge of all the clinics will be required.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to, and that close attention is given to the Caldicott Principles.

### Patient Care

- Identify if a patient appears unwell or distressed prior to or after receiving treatment and report accordingly while assisting the patient within own level of competence
- Act as a chaperone for either a member of staff or patient as deemed necessary
- Assist patients if they have a problem with inability to read or write and are unable to complete their initial documentation prior to treatment
- Be a basic information resource for patients when attending the building
- Assist patients when required with travel arrangements i.e., liaising and booking on-line with 2 Shires Ambulance, booking taxis, ringing patients' friends and relatives

### Communication

- Deal with individuals face-to-face and over the telephone, always maintaining confidentiality, and employing strategies to overcome communication difficulties e.g., those posed by language barriers, hearing impairment.
- Develop and maintain a broad understanding of Equal Opportunities when dealing with patients, colleagues, and external contacts, ensuring that everyone is dealt with professionally and fairly
- Develop and maintain skills to deal with conflict always remaining calm and professional

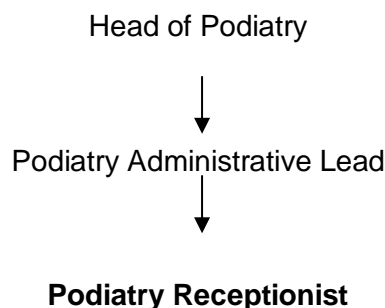
### Responsibilities for Resources

- Report any observed inadequate levels of stock.
- Ensure documentation resources are available for clinicians' duties.
- Monitor and replenish stationery stock levels including patient advice leaflets.

### Responsibilities for Education and Training

- Ensure own mandatory training is undertaken (for non-clinical staff) and attend other relevant training programmes to update skills.
- Take part in the PDP process identifying own training needs for continued professional development.
- Identify courses that meet the needs identified at PDR
- Assist in the induction of new staff and cascade other training and information relevant to the Podiatry Department
- Participate at regular administrative meetings and annual study days when possible
- Attend and contribute to staff meetings, when possible, to enable a team approach to service delivery.

### **ORGANISATION CHART**



## ADDITIONAL INFORMATION

### Trust Values



### Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

### Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

### Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

### Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

### COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, are being rescinded from 15 March 2022.

If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

### **Safeguarding of children and vulnerable adults**

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

### **Governance**

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

### **Information Management/ Data Quality**

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

### **Freedom of Information**

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

### **Travel to other sites**

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

### **Smoking statement**

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

### **General**

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.