

## Job Description

<b>JOB TITLE</b>	<b>Receptionist (Wards) - Generic</b>
<b>GRADE</b>	<b>Band 2</b>
<b>REPORTS TO</b>	
<b>ACCOUNTABLE TO</b>	
<b>DEPARTMENT</b>	
<b>DIVISION</b>	
<b>DATE</b>	<b>February 2022</b>

### JOB PURPOSE

To provide an efficient, effective and friendly reception service to patients and visitors attending the ward/unit, facilitating the delivery of a patient focused service in accordance with Trust and Division requirements. To provide comprehensive clerical and administrative support to the multi-disciplinary team, maintaining high standards within the working environment.

### ORGANISATION CHART

See local organisational chart relevant to Business Unit

### DIMENSIONS ( *Number of staff, budgets, targets* )

Refer to details relevant to Business Unit

### KEY RESULT AREAS/Deliverables/Key Activities

- Provide an effective face to face/telephone ward reception service using verbal and written communication to liaise with patients, relatives, staff, wards/units, directorates and external agencies/people to support the delivery of an efficient patient service.
- Register patients on arrival, ensuring all demographic and episode details are recorded on the patient administration system.
- To use patient administration system and other Trust applications required to support the patient's pathway. Duties include checking and updating patient lists and using IT systems to accurately log all admissions, transfers and discharges.
- Arrange outpatient clinic appointments for patients where necessary. When appropriate arrange ambulance transport for patients.
- Responsible for dealing with all queries, either via telephone or face to face promptly and efficiently to ensure that an accurate and quality information service is provided to the multi-disciplinary team, patients and their relatives.
- Responsible for completion of general administration tasks, as required, ensuring continuity of service is maintained – including filing, photocopying, fault reporting, completion of the admission/discharge book, GP and clinic letters, arrangement of patient follow up appointments, all case-note preparation for admissions, ensuring tests/investigations are correctly completed.
- Takes responsibility to ensure on a daily basis all discharges are completed on the appropriate system in a timely fashion.

- Administration support for Sister/Nurse-in-Charge may be required.
- Order and maintain ward supplies as necessary and in accordance with Trust policies.

## COMMUNICATIONS & WORKING RELATIONSHIPS

### Within the Hospital

- Management Team
- Colleagues
- Senior and Junior Medical Staff
- Patients, relatives and carers
- Health Records Department
- Outpatient departments
- Wards and clinical support departments

### Outside the Hospital

- Patients, relatives and carers
- GP's and other senior medical staff
- Representatives from other health providers
- Company representatives.

## PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
<b>Education, Training and Qualifications CPD Requirements</b>	Evidence of good literacy skills  Evidence of good numeracy skills  Must have understanding and knowledge of general office equipment	ICT Qualifications  NVQ 2 or equivalent in customer service or evidence of equivalent practical experience
<b>Experience &amp; Knowledge</b>	Previous experience in a clerical environment  Previous experience working with patient Administration systems  Knowledge and experience of working in a multi-cultural environment and a variety of	Previous Emergency Department or hospital receptionist experience

	backgrounds  Basic Knowledge of medical terminology.	
<b>Skills and Ability</b>	Evidence of keyboard skills  Evidence to be able to work on own initiative but also as part of a team  Ability to handle several tasks at once with frequent interruptions	
<b>Communications and interpersonal skills</b>	Evidence of ability to communicate with all levels of staff and members of the public  An understanding of confidentiality and its meaning  Ability to deal with general stresses of working with difficult patients	
<b>Values and Behaviours</b>	Values and respects others, treats everyone as an individual, is non judgemental  Motivated to be genuinely kind and caring  Helps and cooperates with colleagues  Pro-active and takes responsibility  Willing to learn, open to change  Motivated to make a difference in whatever way they can  Takes pride in themselves, their appearance, their role and where they work	
<b>Other requirements</b>	Re-prioritise work with support from senior staff if required, during each shift to account for unpredictable workload  High level of pressure encountered daily to meet a fluctuating workload Direct exposure to distressing information about patients, when handling patient information	

	<p>Rare, direct exposure to distressing information or challenging behaviour when dealing with the general public on the telephone</p> <p>Requirement of the job may be to deal with hazards – for example sputum, blood and faeces</p>	
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	<b>Essential</b>
<b>Communication and relationship skills</b>	<p>Good communication and interpersonal skills to ensure effective communication at all times.</p> <p>Dealing with queries both face to face and over the telephone from patients, relatives and visitors also supporting colleagues and nursing staff in ensuring day-to-day issues such as transport or outpatient appointments are organised appropriately.</p> <p>Ask questions to clarify information. Understanding people where there are barriers to effective communication.</p> <p>Communicate effectively with Reception team.</p> <p>Excellent Customer Care Skills.</p>
<b>Knowledge, training and experience</b>	<p>A good standard of English to GCSE (9-4 or A-C) or equivalent. NVQ level II Customer Service or equivalent knowledge and skills.</p> <p>Understanding of a range of administrative procedures.</p> <p>Standard level of IT literacy</p> <p>Awareness of the RTT (Referral To Treatment) waiting list procedures in accordance with the local and national guidance</p> <p>Ability to work independently and as part of a team.</p>
<b>Analytical and judgemental skills</b>	<p>Awareness of when to refer a situation onto a senior member of staff and knowing if not able to resolve an issue and to whom to refer on to.</p> <p>Liaise with the senior clinician to ease patient flow when booking in or transferring patients.</p> <p>Problem solve eg when booking transport/beds. Liaise with porters re patient transfers.</p> <p>Ensures results are sent to the appropriate staff and filed appropriately.</p>
<b>Planning and organisational skills</b>	<p>Good organisational skills and the ability to prioritise work.</p> <p>The ability to plan own workload to achieve objectives and meet deadlines.</p> <p>Maintaining patient flow throughout the day to include transferring patients, plus the requesting of notes.</p> <p>Make outpatient appointments.</p>
<b>Physical skills</b>	<p>Standard keyboard skills.</p> <p>Good hand/eye co-ordination.</p>
<b>Responsibilities for patient / client care</b>	<p>Give non clinical information to relatives,</p> <p>Book transport for patients for discharge and transfer. Pass on telephone messages to patients.</p>
<b>Responsibilities for policy and service development and implementation</b>	<p>Follows Trust, Directorate and Departmental policies procedures and guidelines.</p>

<b>Responsibilities for financial and physical resources</b>	Observes personal duty of care in relation to equipment and resources. Assist in the ordering of ward supplies and maintenance of stock levels.
<b>Responsibilities for human resources</b>	Provides advice and demonstrates own activities and workplace routines to new or less experienced employees in own work area.
<b>Responsibilities for information resources</b>	Use of various IT applications. Duties involve checking and updating patient lists using different IT systems to accurately log all attendances, admissions, transfers and discharges. Attention to detail essential when inputting patient information and updating systems.  Tracking of health records, including the healthy management of health records. E.g. filing, culling, repairing, temporary folders.  Ensures results are sent to the appropriate staff and filed appropriately Attention to detail essential when inputting patient information and updating systems.
<b>Responsibilities for research and development</b>	Undertakes surveys or audits as necessary to own work.
<b>Freedom to act</b>	Works to defined standards at all times. Manages own workload. Senior always available for support.
<b>Physical effort</b>	Combination of sitting, walking or standing. Occasional requirement to exert moderate physical effort in relation to files and case notes.
<b>Mental effort</b>	Frequent requirement for concentration - predictable work pattern inputting data, dealing with enquiries.
<b>Emotional effort</b>	Occasional exposure to distressing or emotional circumstances. Dealing with distressed patients & visitors.
<b>Working conditions</b>	Occasional exposure to unpleasant working conditions (such as unpleasant odours, verbal aggression, etc.). Office conditions

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed: (Member of staff)</b>		<b>Date</b>	
<b>Signed: (Line Manager)</b>		<b>Date</b>	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



### Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



### Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



### Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

### Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.



The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

### **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

### **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

### **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

### **Infection Control**

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

### **Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

### **Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.



**Research:**

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".