



EXCELLENCE  
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The Queen Elizabeth  
Hospital King's Lynn  
NHS Foundation Trust

# RECEPTIONIST/CLERK TYPIST Band 2

Job Description &  
Person Specification



Our vision is to be the best rural District General Hospital  
for patient and staff experience

## Job Description

<b>Job title:</b>	Receptionist/Clerk Typist
<b>Grade:</b>	Band 2
<b>Department:</b>	Rehabilitation Services
<b>Responsible to:</b>	Team Lead – Secretariat/Team Lead
<b>Professionally accountable to:</b>	Therapy Service Leads
<b>Hours:</b>	33.5 hours

## Job Description

To provide administrative, reception and typing support to specialist teams within the Rehabilitation Service.

## Main Duties & Responsibilities

### Secretarial

To undertake word processing and audio typing duties for the Rehabilitation Service.

To ensure that all letters, reports, etc. are typed to a high level of accuracy. To prioritise and distribute accordingly.

To recognise medical terminology related to the Rehabilitation Service.

To plan own workload to achieve deadlines.

### Administrative

To ensure the administration of the department mail, photocopying and faxes.

To deal sensitively with all telephone messages and enquiries from patients, professionals and external agencies. To convey messages promptly to relevant staff members.

To take in to account any difficulties such as speech or language barriers, visual impairment, hearing difficulties, while gaining or giving information to patients.

To liaise with patients regarding appointments either face to face, over the telephone or by letter.

To maintain the appointments system on behalf of the Rehabilitation Service, which include the sending of appointment letters, etc.

To record referrals on to Patient Centre and administrate the waiting list process on behalf of the team.

To record treatment information on Patient Centre on behalf of the teams.

To maintain the database of existing patient information.

To order, collect and return medical notes as required by the teams.

### General

To participate in the staff annual appraisal and personal development programme as an appraisee.

To actively develop a personal development plan.

To be responsible for identifying own learning needs.

To attend staff meetings as required.

To undertake training programmes as required, including the Trust's mandatory training programme.

To adhere to Trust and departmental policies and procedures.

To ensure that all duties are carried out to the highest possible standard.

### GOVERNANCE AND STATUTORY REQUIREMENTS

The post holder is expected to comply with the governance arrangements and policies and procedures of the organisation available on the Trust intranet site.

### Equal Opportunities and Diversity

The Trust has an absolute commitment to equal opportunities based on sound management practice, respect for the individual and legislative compliance. The post-holder must at all times carry out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

### Health and Safety & Risk Management

Employees must be aware of the responsibilities placed upon them under the Health and Safety Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

Employees must wear personal protective equipment where provided.

All employees are expected to comply fully with the Trust and Departmental fire policies and procedures to meet their responsibilities in relation to fire safety. All staff are also expected to maintain safe infection control practices at all times. All employees are responsible for reporting any accidents, untoward occurrences and potential hazards to their Head of Department even when no injury or property damage has resulted.

## Infection Control

All staff has a responsibility to contribute to the reduction of healthcare acquired infection by the adherence to best practice.

Staff are expected to comply with hand hygiene guidelines and ensure all equipment used for patient care is clean and fit for purpose.

Staff are requested to report any environmental concerns regarding breach of infection prevention guidelines to their line manager.

## Information Governance

Confidentiality is both a moral and contractual obligation and applies both inside and outside of work. Any matters of a confidential nature, and in particular any information relating to patients, individual staff records and details of contract prices and terms must, under no circumstances, be divulged or passed to any unauthorised persons at any time during your employment or afterwards.

All notes, emails, records and other documents, regardless of medium, are and shall remain the property of the Trust and shall be handed over by you to the Trust from time to time on demand and, in any event, upon termination of your employment. All assets issued to you (such as identity card, car parking pass, equipment, office keys, etc.) must be surrendered to the Trust upon termination of your employment and, where applicable, on change of employment within the Trust.

As a user of information you must be aware of your responsibilities, both legal and other, and comply with all policies and procedures issued by the Trust and associated NHS Codes of Conduct and work within the principles outlined in the information governance framework. This includes information security (including encryption and, where applicable, home working and remote access), records management and information quality responsibilities.

Under the common law duty of confidentiality, you may be personally liable in a court of law for unauthorised disclosure of personal data. In addition, the wilful or negligent disclosure of confidential information or disregard for the Trust's information governance framework would be a breach of the disciplinary rules and could result in summary dismissal. Should you breach this clause after your employment has ended, the Trust may take legal action against you.

## Safeguarding Children/Vulnerable Adults

All staff within the Trust shares a commitment to safeguard and promote a child or vulnerable adult's wellbeing. As an organisation we need to ensure that all staff who come into contact with children/vulnerable adults in their daily activities or provide services to adults with children or vulnerable adults receives mandatory safeguarding training which is appropriate to their role. In addition to this you, will be expected to work in accordance with the policies and procedures relating to Safeguarding Children/Vulnerable Adults that have been agreed by the Trust.

## Values & Behaviours

All staff must be able to evidence that they possess and exhibit the behaviours which underpin the core values of the Trust.

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER.**

**THIS JOB DESCRIPTION WILL BE REVIEWED ANNUALLY**

Person specification				
Criteria	Essential/ Desirable	Means of assessment		
		A	I	Q
<b>Qualifications/training and professional development</b>				
Touch typing/keyboard skills - RSA II or equivalent GCSE or equivalent - English language CLAIT qualification	E	X		X
ECDL ITQ	D	X		X
<b>Experience</b>				
Experience of using Windows and Office software including Word, Excel and Outlook Audio typing	E	X	X	
Experience using other software - TIARA and PatientCentre Experience using PowerPoint and Access	D	X	X	
<b>Skills, abilities, and knowledge</b>				
Good communication skills both written and verbal Previous experience with dealing with members of the public Good organisational skills Ability to prioritise workload Good literacy/numeracy skills Ability to problem solve Ability to use initiative Ability to work with colleagues as part of a team	E	X	X	
Previous knowledge of medical terminology	D	X	X	
<b>Aptitude</b>				
Sense of humour Mature attitude to work and own learning/development Team worker Honest Polite Punctual Reliable Flexible/adaptable Good interpersonal skills Professional in appearance and manner Understanding of patient confidentiality Maintain one's own fitness to carry out the duties associated with the post	E	X	X	
<b>Physical Effort</b>				
Using computers the majority of the day Working under fluorescent lighting Sitting in restricted position	E	X	X	
<b>Physical Effort</b>				
Interruptions to work pattern Dealing with verbal complaints either in person or on the telephone Concentration using VDU for the majority of the day	E		X	