

Job Description

1. JOB IDENTIFICATION

Job Title: Receptionist / Administration Assistant

Department: Rotherham Care Group

Band: Band 2

2. JOB PURPOSE

To provide a comprehensive administration and clerical support service to an identified pathway within the Care Group. To include the organisation of, reception and clerical workload, management of medical records and related documents and call handling duties.

This will include dealing with queries from patients, service users, relatives and carers, inputting and updating data relating to the service and working with clinicians and partners for the service delivery.

3. ORGANISATIONAL POSITION – Please see attached structure for specific service area.

4. SCOPE AND RANGE

To provide reception and call handling duties, administration and clerical support to the identified pathway within the Care Group. The post holder will be the initial point of contact for both staff and general public.

MAIN DUTIES / RESPONSIBILITIES

Provide a confidential, quality administrative service to an identified pathway within the Care Group.

Display and maintain high levels of customer service at all times, ensuring all service users have a positive experience at their point of contact Answer telephone calls as per agreed protocols

To communicate effectively, accurately and professionally, applying discretion and empathy where necessary, with written, telephone and face to face contact, with patients, visitors, other Trust staff and external agencies.

Create and maintain, up to date computerised patient records and recall systems on SystmOne.

Update new referrals on to SystmOne. Maintain current referrals and end where advised to do so.

Provide an efficient and timely photocopying and scanning service to the team.

Maintain, scan and file paper records and information as appropriate, in line with records management principles.

Assist in the production of high quality documentation, using Microsoft Word and SystmOne, including confidential letters using appropriate equipment

Liaise between clients, professional staff and other multi-agency partners as required

Deal with telephone enquiries in a courteous and efficient manner, recording messages as per agreed systems and escalating as per protocols.

Book appointments, assessments, groups/clinics, portering services as required and maintain appointment ledgers and recall systems on SystmOne.

Ensure records are appropriately stored and archived in line with Trust policies

Ensure appointment letters, group/clinic invites and other relevant documentation are sent out in a timely manner as well as recorded and tracked via SystmOne.

Maintain a rota and waiting list process on SystmOne as required.

Input data and collate statistics as required using appropriate methods such as SystmOne reporting.

Input/update any relevant questionnaire response data onto identified templates / SystmOne Records.

Support the monitoring of service email / text message inboxes and task lists, action accordingly in line with service protocols.

To open and distribute post appropriately.

Deal with incoming and outgoing paper work as appropriate.

Action prescription requests as per agreed service protocols.

Caseload maintenance, data quality and spine matching as directed by the Administration Lead

Responsible for the online ordering of supplies on behalf of identified Rotherham Care Group

Teams, maintain stocks of appropriate resources used by the service pathways, such as leaflets, consent forms, questionnaires etc. liaising with the service leads as appropriate.

Provide administrative support to colleagues as required during sickness and absence, including cover for other areas as required.

Provide support in the induction of new members of administration staff within the team.

Book meeting rooms as required.

Book interpreters as required.

Support the service for maintaining accurate records of staff PDR's, Supervision and mandatory and statutory training as required.

Support the service and organisation with the implementation of new initiatives.

Take on the role of Fire Marshal for the basepoint where appropriate

Proactively contribute ideas for improving the planning of service activities and/or administrative/clerical systems.

To participate in regular supervision and annual PDR.

To be responsible for own development and seek opportunities to develop knowledge and skills. To be prepared to temporarily work in a different area from usual base point if required for the continuity of service delivery.

To maintain appearance and behaviour in keeping with a member of the professional team and cooperate with and gain an understanding of the professional roles of others.

To promote a high quality approach to patient care in conjunction with the multidisciplinary team.

Other duties appropriate to grade, as identified to support the functioning of the service.

SYSTEMS AND EQUIPMENT

PC using Microsoft Office packages; Outlook, Word and Excel and the internet SystmOne,

TPP

Photocopier

Printers

Scanners

Medical Records Tracking System

All of the above to be used in line with the Data Protection Act, the Trusts email and Internet Policy and Confidentiality Code of Conduct on a daily basis

DECISIONS AND JUDGEMENTS

Use own initiative within set boundaries of the post
Making judgements on routine situations, referring non routine queries/concerns to senior members of the health team or the Care Group secretary
Use discretion when dealing with patients and outside agencies or sensitive and confidential information
Ability to prioritise own workload
Prioritising, filtering and dissemination of all post emails and telephone calls in line with appropriateness

COMMUNICATIONS AND RELATIONSHIPS

Professional staff and colleagues across the health community
Clients and members of the public
Outside agencies
Management

PHYSICAL DEMANDS OF THE JOB

Keyboard skills
Hot desking if working across different sites

Must complete / review:

Attend moving and handling (object) training
VDU risk assessment carried out at base Access to
Health and safety policy manual

MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

Prioritising workload
Meeting staff demands within timescales
Communicating effectively with the public and patients
Exposure to sensitive information on patient related issues
Communicating with service users where English is not their first language
Interruptions

KNOWLEDGE, TRAINING AND EXPERIENCE

Essential

RSA stage II typing/word processing or equivalent
Experience of using Microsoft Office applications
Experience of office procedures, i.e. filing, photocopying, message taking, typing
Experience in accessing internet / email facilities
Good communication skills – accuracy in relaying messages, polite, approachable manner
Ability to recognise what information is confidential information and knowledge of how to maintain confidentiality
Ability to deal with members of the public
Ability to work as part of a team
Ability to work under pressure
Ability to work unsupervised at times
Flexible and adaptable approach
Reliability
Good standard of education (Grade C or above in English and Maths GCSE or equivalent)

desirable)

Desirable

Previous NHS experience or other large public sector organisation would be an advantage
Previous experience of using an electronic records system would be an advantage ECDL
or equivalent qualifications

12. Health and Safety

The post holder is required to take reasonable care for his/her own health and safety and that of other persons who may be affected by his/her acts or omissions. The post holder is also required to co- operate with Supervisory and Managerial staff to ensure that all relevant statutory regulations, Policies, Codes of Practice and departmental safety procedures are adhered to, and to attend relevant training programmes.

13. Prevention and Control of Infection

The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies.

14. Patient and public engagement and involvement

RDASH is committed to promoting and embedding equality, diversity and inclusiveness and expects that the post holder will actively promote and engage this commitment in all that they do. The post holder should ensure that in all their behaviours, attitudes and working they recognise and take account of the health needs and rights of all sections of the community including ethnicity, disability, gender, age, sexual orientation and religion/belief. The post holder will be expected to engage the public and patients where relevant and adhere to the RDASH policies and procedures governing zero tolerance to discrimination, harassment, bullying, stereotyping and prejudicial treatment.

15. Job Description Agreement

A separate job description will need to be signed off by each job holder to whom the job description applies. *Please note the job holders and Head of Department signatures should be on a separate page to the rest of the job description.*

Job Holders Signature:

Date:

Date:

Head of Department Signature:

ROTHERHAM DONCASTER AND SOUTH HUMBER NHS FOUNDATION TRUST
ROTHERHAM COMMUNITY LEARNING DISABILITY SERVICE

PERSON SPECIFICATION – RECEPTIONIST / ADMINISTRATION ASSISTANT
220 BADSLEY MOOR LANE

	ESSENTIAL	DESIRABLE
Qualifications and Training	<ul style="list-style-type: none"> • RSA Stage II typewriting / word processing or equivalent • Telephone Skills Training • Evidence of good educational attainment • SystmOne 	<ul style="list-style-type: none"> • Audio typing
Knowledge	<ul style="list-style-type: none"> • Knowledge of admin working processes and procedures • Data Protection Act • Appreciation of customer confidentiality • Information Governance 	
Skills and Abilities	<ul style="list-style-type: none"> • Good keyboard skills • Ability to exercise judgement when dealing with others / difficult situations • Ability to work under pressure • Ability to communicate effectively when providing general advice • Good written skills • Excellent verbal communication skills • Ability to work as part of a team and use own initiative • Flexibility 	

Experience	<ul style="list-style-type: none"> • Experience of working in a front line position providing a professional image • Demonstrable recent experience in an admin role • A willingness to undertake further training as required • Experience of working as part of a team 	<ul style="list-style-type: none"> • Experience of working in an NHS / Local Authority or public organisation
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