



Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

CAJE REF: RVC/2020/0195

## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS:

|  |                            |
|--|----------------------------|
| <b>Job Title</b>                                       | Clerk/Receptionist         |
| <b>Pay Band</b>  | 2                          |
| <b>Division/Directorate</b>                            | Children & Young People    |
| <b>Department</b>                                      | General Paediatrics        |
| <b>Professionally/managerially<br/>Accountable to:</b> | Service Manager            |
| <b>Reports to:</b>                                     | Divisional Support Manager |
| <b>Safeguarding Children<br/>Training</b>              | <b>Level 1</b>             |

#### Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

**Job Summary/Job Purpose:**

The post holder will provide administrative / reception service support to facilitate and ensure the smooth, efficient and effective running of the \*\*\*\*\* Service.

The post holder will work flexibly across Services to provide administrative and reception support such as the processing of clinic changes, the correct recording of patient pathways, the retrieval, preparation and filing of patients' case notes as and when required.

The post holder may be expected to work on other hospital sites to ensure appropriate service cover at all times; this may include cross site working/cross cover within the Health Board.

**Duties/responsibilities:**

- Understand the range of services provided for \*\*\* Service Protocols. Use this information to deal with patient/staff enquiries and to fulfil the role of Clerk / Receptionist (referring clinical issues to appropriate Clinician(s) for advice/decisions as appropriate).
- To provide a warm and welcoming Reception Service, maintain clinic room diaries, meeting and greeting all visitors to the department checking details patient details, checking case notes, recording attendance via Patient administration system (PAS).
- To answer enquiries, receive and relay messages, both in person and on the telephone, from patients or staff, using a working knowledge of Health Board procedures to maintain a professional front of house service.
- Change or cancel appointments at the request of the patient or manager highlighting where pathway timeframes may be compromised. Liaising with their line manager or Service Manager regarding substitute appointments.
- The post holder will be expected to retrieve, file and locate case notes for Clinics, ensuring 100% case note availability using the appropriate systems for tracking and requesting case notes.
- Ensure all patient filing is filed into patients' case notes within required timescales and prior to clinic attendance
- Ensuring case notes are of the highest quality, are prepared and available for patient arrival, and subsequently filing patient results and paperwork correctly in adherence with Health Board Quality Standards.
- Liaise with medical records team and other areas, in line with Health Board policy for missing case notes, following agreed escalation process. Creating new or temporary folders when procedures require.
- To input and update Health Board Patient Administration systems (PAS), liaising as appropriate to ensure accurate recording of patient pathway events in line with clinical instruction and accuracy of demographic details in order to prevent data quality issues. Liaising with relevant clinicians with any queries.
- Arrange patient interpreters for appointments as requested.
- The post holder will be expected to provide cover across the core clinical

administration functions during times of absence, commensurate with level of the role, and to be trained to rotate to cover other departments within the Service Group at the request of Line Manager or Service Manager

- Receive, sort and prioritise incoming mail, send out information to patients such as appointment letters, ensuring that Outgoing Mail is dispatched without delay.
- Use of office equipment, e.g. photocopier, printer, fax machine etc.
- Ensure that patient confidentiality is maintained.
- Participate in monthly/weekly informal departmental meetings & take notes as requested.

The purpose of this post should remain constant, but the duties and responsibilities may vary over time within the overall role of the post

### **Service Delivery**

The post-holder will be expected to ensure that the service delivered is in line with standard of care expected,

### **Communication**

The post-holder will be expected to handle all forms of communication in a manner that is in line with the Health Boards Values.

### **Education and Training/Staff Management**

Swansea Bay University Health Board is committed to support learning and development to improve the organisation's performance, so the post holder will be expected to: -

1. Participate in development schemes, Personal Development Reviews (PDRs) and IT training. Identify personal achievements and training needs. Reflect on issues which arise, and own practice. Attend mandatory training and other ad-hoc training identified as appropriate.
2. Actively participate in any technology available and the introduction of any systems within the service.
3. Maintain knowledge of clinic procedures, software programs, and medical terminology.
4. Recognise own grade boundaries, and seek advice when not competent to undertake an action or decision.

**Effort & Environmental Factors**

1. To use display screen equipment and key-board on a daily basis.
2. To carry / move equipment / case notes within manual handling guidelines.
3. To be flexible to the demands of departmental staff including unpredictable work patterns, deadlines and frequent interruptions.
4. To develop appropriate strategies to manage aggressive behaviour within the work-place.
5. To sit for long periods of time when typing clinic reports or inputting data.

## PERSON SPECIFICATION

| ATTRIBUTES                             | ESSENTIAL   | DESIRABLE  | METHOD OF ASSESSMENT                              |
|--|---|--|---|
| <b>Qualifications and/or Knowledge</b> | <p>Educated to vocational qualification level 2 or able to demonstrate the equivalent level of knowledge, skills and experience.</p> <p>Demonstrable working knowledge of Microsoft packages including Word, Excel, Outlook and Teams.</p>                                      | <p>Commitment to personal development.</p> <p>Commitment to acquire &amp; apply knowledge of RTT national and local waiting times rules.</p> | <p>Application form and pre-employment checks</p> |
| <b>Experience</b>                      | <p>Previous experience working in a clerical / administrative role within a NHS setting.</p> <p>Experience of using a NHS Patient Administration system (PAS).</p>  | <p>Working with staff from different disciplines.</p> <p>Experience of dealing with general public in person and by phone.</p>               | <p>Application form and interview</p>             |
| <b>Aptitude and Abilities</b>          | <p>Be able to demonstrate tact and diplomacy when working with others.</p> <p>Ability to work as part of a team and to meet deadlines</p> <p>Excellent Organisational Skills.</p> <p>Excellent telephone manner with the ability to adapt communication styles depending on</p> | <p>Ability to speak Welsh.</p>   | <p>Interview</p>                                  |

|               |  |  |  |
|---------------|--|--|--|
|               | audience and environment.  |  |  |
| <b>Values</b> | <p>Shows positivity, resilience, adaptability and flexible approach as situations arise.</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation.</p> <p>Willing to seek out learning, and accept constructive feedback.</p> |  | <p>Application Form</p> <p>Interview</p> <p>References</p> |
| <b>Other</b>  | <p>Ability to travel to other Hospital sites within geographical area.</p> <p>Ability to work through implementation of new procedures and technology.</p>   |  | <p>Application form and interview</p>                      |

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the



organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have indirect contact with patients / service users / children / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.  
All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

### **Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

#### **Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

| <b>Examples of Typical effort(s)</b>                                | <b>How often per day / week /</b> | <b>For how long?</b>          | <b>Additional Comments</b>  |
|---|-----------------------------------|-------------------------------|---|
| Lifting and handling case notes this may include kneeling           | Daily                             | For no longer than 10 minutes | Only long enough to move case notes onto trolley from desk area               |
| Working at heights: climbing ladders within medical records library | Daily                             | One hour                      | This may occur less frequently than daily, dependent on where case notes are. |

#### **Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day,

| <b>Examples of Typical effort(s)</b>  | <b>How often per day / week /</b> | <b>For how long?</b> | <b>Additional Comments</b> |
|---|-----------------------------------|----------------------|----------------------------|
| High levels of concentration required to ensure accuracy of data entry onto PAS when there may be interruptions | Daily                             | 5 hours              |                            |
| Filing of patients documentation, processing of inbound/outbound mail – repetitive action                       | Daily                             | 2 hours              |                            |
| Need to ensure patient case notes are available and fully prepped for appointments – working to a deadline      | Daily                             | 7.5 hours            |                            |

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.'

**N.B. Fear of Violence is measured under Working Conditions**

| Examples of Typical effort(s)  | How often per week / month? | For how long? | Additional Comments                            |
|--|-----------------------------|---------------|--|
| The post holder will be involved in emotive and sometimes distressing information on a frequent basis and will be required to discuss personal and confidential matters with parents/carers and staff in a professional, confidential and appropriate manner at all times. | Twice per month             | <b>Unsure</b> | There will be senior support available on site |

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

| Examples of Typical Conditions   | How often per week / month? | For how long? | Additional Comments |
|--|-----------------------------|---------------|---------------------|
| Sitting at a desk in front of a PC & telephone for long periods of time when covering reception                | Daily                       | 7.5 hours     |                     |
| May be exposed to aggressive behaviour of patients and / or their family/carers whilst covering reception area | Daily                       | 7.5 hours     |                     |