

JOB DETAILS:

Job Title	CAMHS Receptionist/Admin Support
Pay Band	Band 3
Hours of Work and Nature of Contract	37.5 hours/week
Division/Directorate	Children, Young People & CAMHS
Department	CAMHS Tier 4 Inpatient
Base	Ty Llidiard, Princess of Wales

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Directorate Manager
Reports to: Name Line Manager	Locality Manager (Tier 4)
Professionally Responsible to:	Directorate Manager

Job Summary/Job Purpose:

The post holder will provide a reception service for patients and visitors to the Unit, acting as first point of contact for all visitors, patients and staff. They will also provide a comprehensive general secretarial and administrative function to staff within the service as requested.

They will deal with general enquiries, implement administrative procedures and be guided by Health Board policies and procedures.

The Line Manager is available for reference and for the post holder to escalate more complex concerns to.

DUTIES/RESPONSIBILITIES:

The post holder is expected to:

- Provide a welcome reception service for both patients and visitors to Ty Llidiard.
- Contact appropriate staff members to inform them of arrival of any visitors to the Unit.
- Use own judgement to respond to enquiries, visitors and telephone calls in a timely, polite, helpful and professional manner using tact and diplomacy.
- Communicate non-clinical information with staff, patients and visitors, being mindful that patients and relatives may be anxious or there may be barriers to understanding eg. English not first language, communication difficulties which the post holder will need to overcome.
- Escalate any complex issues to Line Manager as deemed necessary.
- Ensure that message taken are passed to the appropriate person(s) in a timely manner.
- Order and receipt goods, including processing requisition invoices and orders for payment using Oracle System.
- Liaise with Procurement over any issues in relation to purchasing issues or queries.
- File goods receipt notes in accordance with departmental policy, so that they are retrievable if required.
- Contact patients and families to offer appointments, amend appointment schedules or re-arrange cancelled clinics.
- Monitor stationery stock levels and submit replacement request orders as appropriate.
- Ensure that printer consumables are kept in stock, placing orders as required in order to avoid unnecessary downtime.
- Process claims for petty cash following departmental policy, attending General Office to collect reimbursement of petty cash float, and ensuring safe storage of the petty cash float.
- Collect post from offices/departments within Ty Llidiard, and take to the Post Room in the main hospital for sending out.
- Sort and distribute incoming post to appropriate staff members in a timely manner.
- Accept and promptly direct deliveries of items to Ty Llidiard eg. directing deliveries for the kitchen to the kitchen staff, delivery of clean linen directed to Nursing Assistants for re-locating to linen storage facility
- Report any maintenance issues to the Estates Department as needed and record relevant information in the departmental log book.
- Follow up to make sure that maintenance issues are completed; advising the Locality Manager of any issues.
- Provide cover during periods of leave for administrative and clerical staff within the

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department, following a period of training.

- Ensure an accurate filing system is accurately maintained and data/information is stored in a confidential and secure manner.
- Undertake faxing, photocopying, filing documentation and other administrative tasks as requested.
- Assist with audits by gathering and collecting requested statistical data.
- Utilise Microsoft Office software on a daily basis to undertake the role eg. Word, Excel, PowerPoint etc.
- Following training, will use WPAS (Myrddin) to manage patient appointments.
- Ensure that all information typed is verified as accurate, and the demographic information is correct on all correspondence prior to requesting signatures from the appropriate staff member.
- Type and print meal choice menus as directed by the Unit Dietician.
- Ensure that the Reception area and Atrium are kept in a clean, presentable state, liaising with Line Manager if there are any unresolved problems identified.
- Maintain a stock of Mental Health Clinical information leaflets, welcome booklets and satisfaction questionnaires (in Welsh and English) and ensure that they are made available in the reception area for visitors to the Unit.
- Assist with the creation and display for the outcomes/results of “you said, we did” information in the atrium.
- Manage the Locality Manager’s diary and organise and send invitations for meetings.
- Arrange refreshments for visitors and meetings as requested.
- Manage the booking system for the Meeting Rooms in Ty Llidiard in accordance with Departmental Policy.
- Be involved in regular fire safety checks within the Reception and Atrium areas under the supervision of the Locality Manager.
- Participate in the annual PDR process with the Locality Manager.
- Adhere to all Health Board Policies and Procedures relevant to the role.
- Train new staff members in office processes and practices.

On very rare occasions, in the absence of the Administration Support Officer, and following a period of training, the post holder will be required to assist the Locality Manager in the management of the CAMHS Medical On-Call Rota. This will include:

- Checking the rota daily to make sure that there is adequate clinical cover.
- Assist the Locality Manager in contacting Clinicians via email and telephone to ensure cover arrangements are in place. This may involve communicating with outside agencies.
- Communicate and changes/updates and amendments to the rota to relevant staff.
- Act as point of call on a daily basis for any queries in relation to the on-call rota, escalating any complex issues to the Locality Manager.
- Assist in arranging locum medical cover under the supervision of the Directorate Manager, and in accordance with the Health Board’s Locum Policy.
- Upon request, be able to access details to provide information on locum

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requirements to the Finance Department.

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PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state “or willing to work towards” any qualification.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>RSA/OCR Level 3 or equivalent skills, knowledge and experience in word processing or typing.</p> <p>Knowledge of secretarial and administrative office systems and processes.</p> <p>Knowledge and experience of Microsoft Office Software eg. Word and Excel.</p>	<p>ECDL or similar ICT qualification.</p> <p>NVQ Customer Care qualification.</p>	<p>Application form</p> <p>Pre employment checks</p> <p>Interview</p> <p>References</p>
Experience	<p>Experience in working in a busy environment.</p> <p>Experience of working to office processes and procedures.</p> <p>Experience of data entry using paper and electronic systems.</p> <p>Understand the need for confidentiality.</p>	<p>Previous NHS experience.</p> <p>Experience in a Receptionist/Secretarial role.</p>	<p>Application form</p> <p>Interview</p> <p>References</p>
Aptitude and Abilities	<p>Numerate and Literate.</p> <p>Ability to work in a challenging environment.</p> <p>Excellent communication and listening skills.</p> <p>Organised with good time management skills.</p> <p>Ability to problem solve.</p>	<p>Ability to speak Welsh.</p>	<p>Interview</p> <p>References</p>

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	<p>Works well both as part of a team or as an individual.</p> <p>Customer care skills.</p> <p>Be sensitive to the issues faced by clients with Mental Health problems.</p>		
Values	<p>Non-judgemental attitude.</p> <p>Motivated and enthusiastic.</p> <p>Approachable.</p> <p>Committed to provide high quality service to patients.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	<p>Able to work hours flexibly.</p> <p>Able to undertake the duties of the role.</p> <p>Project a professional and positive image at all times.</p> <p>Satisfactory DBS check.</p>		<p>Application form</p> <p>Interview</p> <p>Occ Health Form</p>

GENERAL 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.

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- **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 favour-able 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 * direct / 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 / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **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.

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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.

Signed: (Post Holder) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

Signed: (Divisional Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

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APPENDIX 1

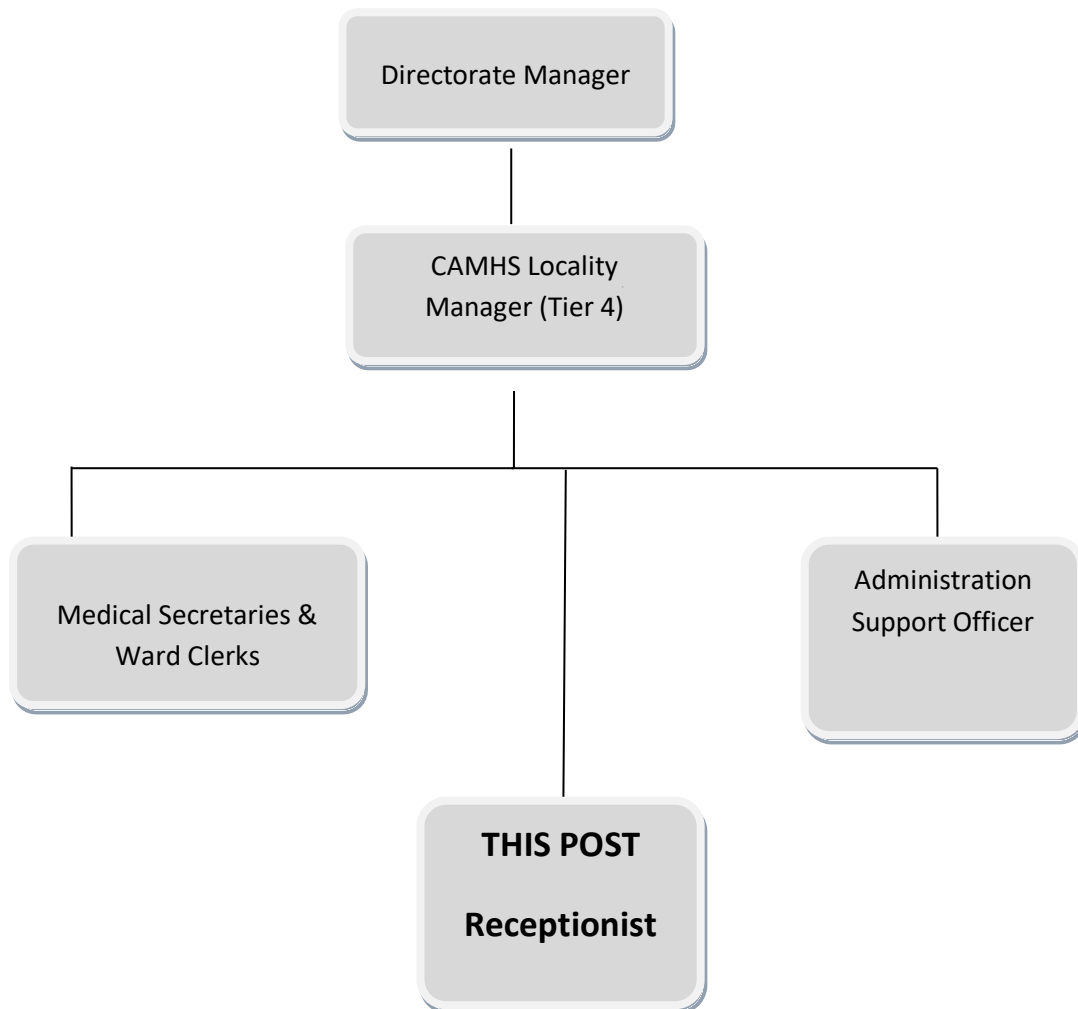
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Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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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:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be required to sit at a desk for long periods of time whilst manning the reception desk and taking telephone calls.	Daily	Throughout the shift	Sitting and standing movements whilst manning the desk and answering door bell.
Movement of deliveries such as stationery to appropriate storage facilities. This will be undertaken whilst using safe manual handling techniques.	Can be daily, not expected to exceed 5 times a day	Short periods of time, example 10 to 15 minutes or much less.	Working in the reception area can be unpredictable with periods of being very busy to periods of being very quiet.

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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, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Will be required to manage levels of concentration and ability to prioritise work load whilst experiencing frequent disruption from visitors and the telephone.	Daily	Unpredictable but expected to be frequently throughout the day.	

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.

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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
Will have exposure to emotional circumstances when dealing with distressed patients and or parents/carers via face to face contact or telephone.	Can be regular, approximately once per week	10 minutes	Nursing staff will take responsibility and appropriate therapeutic response when patient related.
Occasional exposure to verbal aggression when dealing with distressed patients and or parents/carers via face to face or telephone.	Occasional	Short periods of less than 10 minutes	Nursing staff will take responsibility and appropriate therapeutic response when patient related.

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**

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Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Use of VDU almost continuously whilst inputting data.	Daily	Most of shift	Ability to take breaks as required.

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