

Job Description

JOB TITLE: Radiotherapy Receptionist / Support Worker

DIVISION: CAS

GRADE: 2

REPORTS TO: Radiotherapy Admin Manager

ACCOUNTABLE TO: Radiotherapy Services Manager

VALUES AND BEHAVIOURS



ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes.

We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

JOB SUMMARY

1. To work as a receptionist / support worker providing a front line face to face and telephone contact point for the Radiotherapy Department
2. To work as part of a team of clerical staff within the Radiotherapy Department
3. To comply with ISO 9001 quality system for the Radiotherapy Department
4. To provide comprehensive administrative and clerical support to the Radiotherapy Department

KEY JOB RESPONSIBILITIES

Main Duties

1. Work as part of the receptionist team providing a front line face to face and telephone contact point for patients, visitors, carers and staff.
2. Log the attendance of patients on the Radiotherapy Department IT system.
3. Prepare patient related paper-work on behalf of the radiographers.
4. Arrange transport for patients when required.
5. Liaise with the ambulance service to minimise patients waiting times.
6. Monitor and report waiting times for patients travelling by hospital transport.
7. Arrange follow up appointments, utilising judgement and decision making skills to negotiate appointment times to meet both the patient and the Trust requirements.

8. Ensure all patients that completed their treatment have a follow up appointment.
9. Be aware and understand the need for patient confidentiality at all times, including compliance with the Data Protection Act and the Access to Health Records Act.
10. Carry out errands between departments, collect documents from across the City Campus, answer telephones and take messages.
11. Provide basic information in response to patient and carer queries. Referring to a more senior staff member if required.
12. Liaise closely with the Admin Manager in charge of the work area, medical, other qualified staff and colleagues to ensure that the service is managed effectively and efficiently.
13. Be responsible for the tidiness of the reception and clerical areas.
14. Drive the electric tug and assist in clinics when required.
15. Provide an efficient, caring, quality conscious service to all patients. Assist in monitoring the quality of service through audit.
16. Maintain data collection systems, both paper and computer, to provide statistical information to the Radiotherapy Manager.
17. Participate in departmental Individual Performance Review and identify your personal training and development needs. Attend in-service training at the discretion of the Radiotherapy Manager.
18. Be aware of your own personal limitations, and do not exceed these.
19. Be able to competently use Medway, NOTIS, DHR and other information technology systems and participate in training programmes to develop and update personal skills to meet the needs of the department.
20. Maintain flexible working arrangements in times of sickness and absence of colleagues in order to facilitate the smooth running of the service.
21. Keep personally updated and be able to advise patients in relation to peripheral services available, i.e. transport, interpreting services etc.
22. Respond appropriately and pro-actively to patient/public feedback, maintaining effective channels of communication at all times within the Trust and externally.
23. Undertake any other duties which may reasonably be required.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

For senior/clinical managers the following statement must also be included

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.



