



**University  
Hospitals Sussex**  
NHS Foundation Trust

# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Outpatient Receptionist
<b>Band</b>	Band 2
<b>Hours</b>	Part Time (15hrs)
<b>Department</b>	Outpatients
<b>Division</b>	CSS
<b>Location / Hospital Site</b>	WASH
<b>Responsible to</b>	Outpatient Reception Manager Outpatient Matron
<b>Accountable to</b>	Outpatient Reception Manager Outpatient Matron
<b>DBS Level</b>	Standard
<b>DBS Barring</b>	
<b>DBS Workforce</b>	

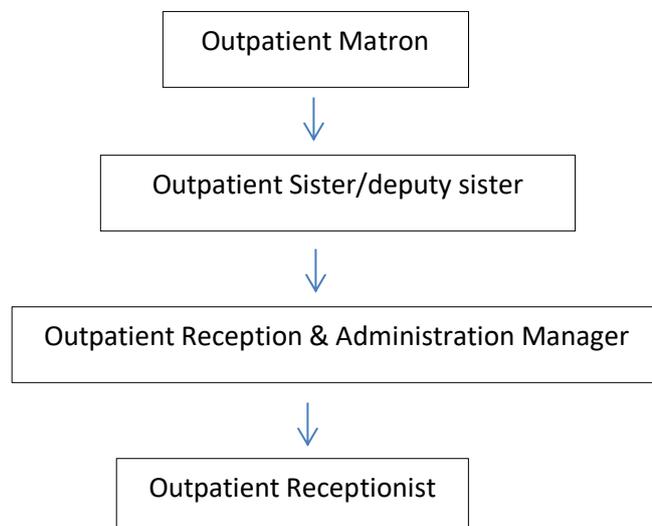
## Role Summary

The post holder will be responsible for providing complete administrative and clerical support for all outpatient clinics. The role includes patient registration, booking follow-up appointments in line with the patient access policy, clinic preparation, clinic reception and outcome/coding.

## Key Working Relationships

Outpatient Reception Manager, Outpatient Matron, Outpatient sisters, Secretaries, Consultants, Nurses, GP's, Medical Records Library Staff, Ward Clerks, Clinical Services Managers, Patient Access Team, Transport Team, Imaging Departments and other diagnostic departments

## Structure Chart



## Main Duties and Responsibilities

- To greet patients in an efficient, friendly and courteous manner.
- To book patients onto the PAS computer and check current details on the system for accuracy.
- Be able to make adjustments to patient details as required, in line with Trust policy, Data Quality and Information Governance.
- Liaise with medical staff and nurses to ensure efficient use of clinic time.
- To mutually agree and book follow-up appointments with patients as they leave the clinic.
- To outcome and cash up clinics effectively ensuring all secondary outcomes complete.
- To send out follow-up appointments for those unable to be booked at the time of the clinic.
- Liaise with the appropriate Consultants secretary or Cancel and Rebooks team if unable to book a follow-up appointment.
- To add patients to pending lists
- Record upon arrival and resolve any hospital transport patient issues.
- Scan notes into the department using the patient tracking system. Ensure there are no case notes missing. Organise received notes into order for clinics.
- Notify outpatient nursing staff in advance of any problems, whilst still seeking to rectify them.
- Supervise Red Cross/Clinical volunteers.
- Deal with telephone calls in a competent, friendly, helpful and polite manner.
- Resolve problems and deal with all queries at the reception desk with competence.
- Attend departmental meetings as arranged.
- Participate in the training and induction of new staff.
- Assist with investigations into complaints.
- Maintain confidentiality of information about patients, staff and other health service business.
- Demonstrate flexibility in hours and working across hospital sites as required meeting needs of the service.
- Other reasonable duties relating to the smooth running of the departments within Access.

## Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.



This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.

- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	Able to work in a predominantly office based environment. Sitting for long periods using VDU equipment
<b>Emotional</b>	Processing (typing of distressing news/events) Dealing with difficult situations/circumstances
<b>Mental</b>	Resilient and able to respond to the changing demands. Ability to remain calm in stressful situations and adapt quickly to problems as they arise
<b>Working Conditions</b>	Maintaining a safe environment. Using VDU equipment for majority of working day.

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
<b>Professional Registration</b>	<b>Not applicable in this role</b>			
<b>Experience/Qualifications</b>	<p>Customer service and/or reception experience</p> <p>GCSE or equivalent in English and maths.</p> <p>Knowledge of Word, Excel, Outlook and other related PC applications.</p>	I, AF	<p>ECDL/IT qualification</p> <p>NHS administration/reception experience</p>	I, AF
<b>Skills</b>	<p>Excellent verbal and written communication skills with the ability to communicate with patients/service users and staff at all levels of the organisation</p> <p>Able to work as part of a multi-disciplinary team.</p> <p>Ability to use initiative and work unaided in a busy / demanding environment</p> <p>Able to exercise discretion to ensure that patient confidentiality is maintained and a</p>	I, AF		

	<p>professional, respectful hospital environment exists at all times.</p> <p>Able to prioritise own workload and to work to tight deadlines.</p> <p>Ability to work under pressure in a busy clinic reception environment.</p> <p>Able to deal with highly stressful situations in a calm and professional manner.</p> <p>Able to respond to workload pressure.</p> <p>Good time management skills</p> <p>Problem solving skills.</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>			
<b>People Management and Development</b>	Not applicable in this role			
<b>Specific Requirements</b>				
<b>Freedom to Act</b>				
<b>Equality, Diversity, and Inclusion</b>	Evidence of having championed diversity in previous roles (as appropriate to role)			

