

Job description

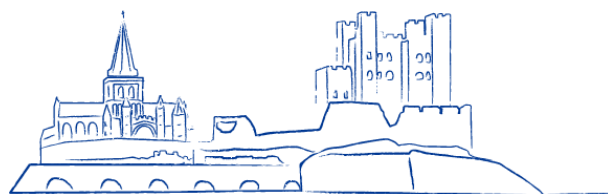
Receptionist / Telephonist



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Job title: Receptionist/Telephonist (Part Time Job Share)
Team: Palliative Care
Business unit: Adult Services
Reports to: Non Clinical Team Lead
Accountable to: Head of Service
Band: 2
Location: Wisdom Hospice
Last updated: April 2023

Job purpose

To provide a high quality, professional reception and administrative service to patients, doctors, staff, colleagues, health service professionals and others.

To act as the first point of contact for visitors to the hospice and to portray the service in the highest possible professional basis.

To Provide a professional image of the Hospice through provision of the Reception and Switchboard services.

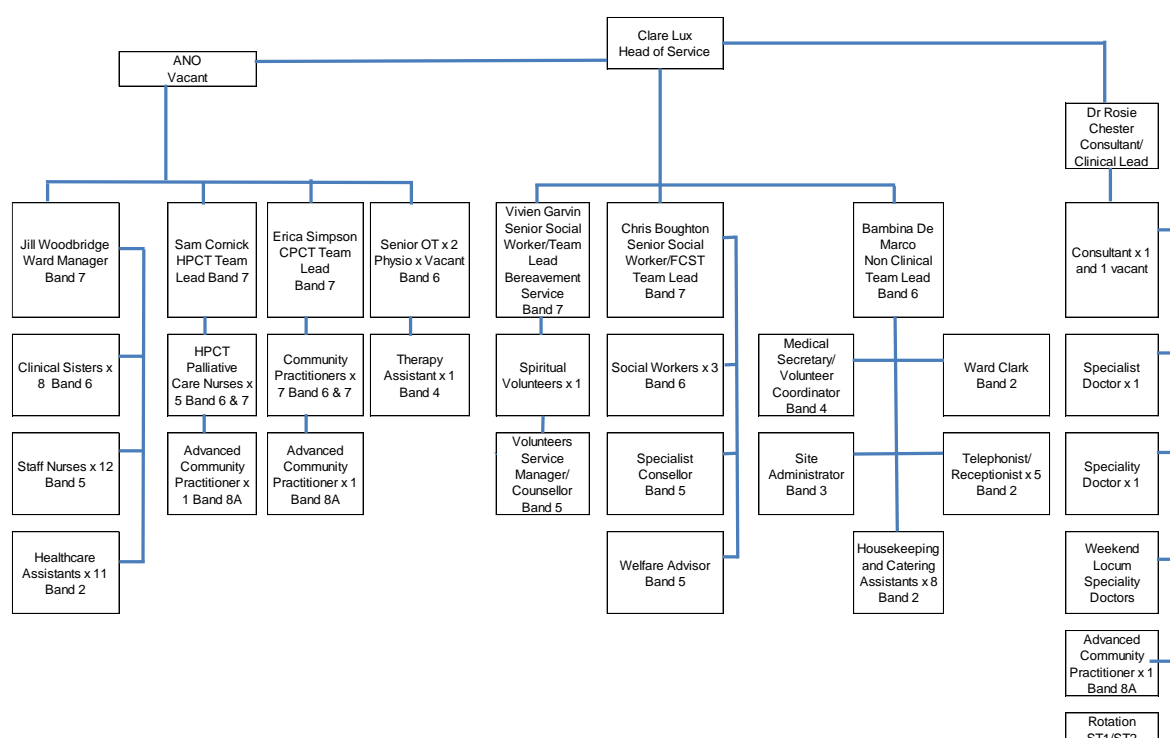
To ensure that enquiries from patients are efficiently and courteously handled to the mutual satisfaction of the organisation, visitors and patients.

Answers and directs calls using telephone or switchboard system; greets visitors and provides a range of administrative and clerical duties

To provide cover for ward clerk out of hours and at weekends.

Organisational chart

Wisdom Hospice Structure



1. Communication and relationship skills

- Communicating in a polite and professional manner with all service users, including colleagues, staff and relatives.
- Good interpersonal skills with a pleasant telephone manner.
- To answer and deal with incoming calls in an efficient and courteous manner.
- Deal effectively with internal and external enquiries demonstrating excellent communication and customer care.
- Provide and receive routine information either verbally or written, requiring tact or persuasive skills in order to overcome barriers to understanding.
- Deal with potentially complex, sensitive or confidential enquiries from patients, staff and the public.
- To take accurate telephone messages when calls cannot be put through to the relevant team.
- Clear handover of information to co-workers to ensure a smooth transition between shifts to provide continuity between postolders

2. Knowledge, training and experience

- Experience of working within a reception area.
- To undertake appropriate training as necessary
- Experience of office procedures / customer care
- Keyboard skills
- Knowledge of IT applications
- Meeting and greeting visitors
- Maintains a register of meeting room bookings and allocates rooms.
- Knowledge of Microsoft package – Word, Excel and Outlook

3. Analytical and judgement skills

- Ability to work within defined guidelines.
- Confidentiality and discretion
- Make judgements involving facts / situations sometimes requiring analysis of information.
- Prioritise workload and make appropriate level decisions such as when to escalate and ensure this is done in a timely manner.
e.g. telephone messages from staff / patients
- Keeping the reception area tidy and presentable

4. Planning and organisational skills

- The ability to handle difficult situations and work under pressure
- Organise and prioritise own day to day work, tasks or activities
- Manage meeting room bookings ie keeping diaries up to date
- Schedule meetings
- Work flexibly to maintain cover within the service / organisation
- Produce and maintain effective systems to ensure the service operates efficiently
e.g. planning appointments, time management, patient transport

5. Physical skills

- Flexible approach to working hours to cover service 7 days per week
- Ability to use switchboard/telephone system.

- Communication skills
- Keyboard skills for data entry
- Telephone experience, screening calls
- Sorting/distributing post

6. Responsibility for patient / client care

- Provide non clinical advice and information to patients, carers, relatives or staff either face to face, over the telephone or by other means.
- Consistently treats others with courtesy and respect
- To provide an efficient service to relatives, carers and members of the general public
- Confidentiality

7. Responsibility for policy and service development implementation

- Responsible for ensuring that organisational policies and procedures (including amendments and updates) are adhered to and implemented in own area of work

8. Responsibilities for financial and physical resources

- Manage stock / office stationery
- Maybe required to handle petty cash and patient valuables
- Maybe required to issue / take responsibility for equipment used by self and others.

9. Responsibilities for human resources (HR)

- Act as a buddy demonstrating own area of work to new or less experienced employees such as apprentices or volunteers
- Treats everyone with whom s/he comes into contact with dignity and respect.
- Can recognise and report behaviour that undermines equality and diversity

10. Responsibilities for information resources

- Ensures any messages taken are written down and kept securely.
- Ability to record accurate messages for onward transmission to hospice staff.
- Ability to access patient information as and when required
- Accurately enter data / process information utilising appropriate IT systems
- Transcribing / copy typing information provided by others
- Occasional note taking may be required.
- Management of information either electronic or paper based

11. Responsibilities for research and development (R&D)

- Will be required to undertake surveys and audits when requested in own area of work.

12. Freedom to act

- Plan and organise own workload without direct supervision, reporting regularly to the line manager on key tasks and guided by defined policies and procedures.
- Post holder can use initiative to deal with telephone enquiries

Physical effort

This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below.

Job requirements	Yes / no	Average number of shifts per week	Average number of times per shift	Average duration of each occurrence	Average weight lifted
Standing / walking for substantial periods of time?	N				
Standing / sitting with limited scope for movement for long periods?	Y	3-5			
Making repetitive movements?	Y	3-5			
Inputting at a keyboard?	Y	3-5	2	15 mins	
Kneeling, crouching, twisting, bending or stretching?	N				
Climbing or crawling?	N				
Working in physically cramped conditions?	N				
Working at heights?	N				
Pushing / pulling trolleys or similar?	N				
Running?	N				
Cleaning / pot washing?	N				
Lifting weights / equipment with mechanical aids?	N				
Lifting weights / equipment without mechanical aids?	N				
Manual digging?	N				
Other? (please specify)					

Mental effort

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job. Please tick the appropriate box in the table below and describe the level of alertness / concentration required when undertaking certain activities. Please note that the periods of time in the table refer to continuous periods of concentration.

Job requirement	Average duration	How often per day / shift?	Are there interruptions?	If yes, do they require you to change what you are doing?
Check documents	Y			
Carry out calculations	N			
Analyse statistics	N			
Operate equipment / machinery	Y			
Drive a vehicle	N			
Carry out screening tests / microscope work	N			
Carry out clinical / therapeutic / social care / diagnoses / assessments	N			
Attend meetings (please describe role)	Y	Monthly Admin		
Prepare detailed reports	N			
Carry out formal student / trainee assessments	N			
Undergo cross examination in court	N			
Carry out clinical, therapeutic or social care interventions / treatment	N			
Carry out non-clinical fault finding	N			
Other (please specify)				

Is the pattern of this work predictable in nature? Yes

If no, please describe below, including examples of activities / responsibilities that make it unpredictable.

Emotional effort

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.

Examples	Number of occasions per week / month / year
Giving unwelcome news to patients / clients / carers / staff	Occasional
Processing, eg typing / transmitting, news of highly distressing events	Occasional
Providing a service for distressed / angry patients / clients	Rarely
Dealing with difficult situations / circumstances	Occasional
Designated to provide emotional support to front line staff	No
Providing a care or therapy service to emotionally demanding patients / clients	No
Caring for the terminally ill	No
Communicating life changing events to patients / clients	No
Dealing with people with challenging behaviour	Rarely
Arriving at the scene of a serious incident	No
Other (please specify)	

Working conditions

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise, 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 describe where you work and state percentage of time in each area below:

Please complete the table below concerning the conditions in which you are required to work or illness /injury to which you are exposed.

Are you require to work in, directly with or exposed to:	Yes / no	Frequency per week / month / year
Driving / being driven in normal situations (excluding driving to work)?	N	
Driving / being driven in emergency situations?	N	
Inclement weather?	N	
Use of VDU more or less continuously?	Y	Occasionally
Excessive temperatures?	N	
Unpleasant smells / odours?	N	
Excessive noise and / or vibration?	N	
Dust / dirt?	N	
Humidity?	N	
Exposure to dangerous chemicals / substances in containers?	N	
Exposure to aggressive verbal behaviour where there is no or little support?	N	
Unpleasant substances / non-household waste?	N	
Noxious fumes?	N	
Infectious material / foul linen?	N	
Fleas or lice?	N	
Body fluids, faeces, vomit?	N	
Exposure to dangerous chemicals / substances not in containers?	N	
Other (please specify)		

Corporate accountabilities

Equality and diversity

The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.

Standards of professional and business conduct

The postholder will be required to comply with the organisation's standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and / or the relevant professional codes of conduct.

NHS values

All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.

Control of infection

All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.

Risk management and health and safety

The postholder will ensure compliance with the organisation's risk management policies and procedures. These describe the organisation's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him / herself and persons that may be affected by his / her work.

Governance standards

Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time

Confidentiality

To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation's code of conduct and Caldicott requirements in confidentiality at all times.

Records management

To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.

Data protection

To comply with organisation's policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

Security

To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Safeguarding and protecting children and vulnerable adults

All staff must be familiar with and adhere to Medway Community Healthcare Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults Multi-Agency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role.

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE's / O Levels or relevant experience office procedures / customer care 	<ul style="list-style-type: none"> RSA 2 NVQ 2 in Business admin / customer care
Experience	<ul style="list-style-type: none"> Previous reception experience 	
Special knowledge / expertise	<ul style="list-style-type: none"> Good communication skills both written and verbal Standard IT skills including Microsoft packages Good team worker 	
Disposition, adjustment, attitude and commitment	<ul style="list-style-type: none"> Flexible & adaptable Caring & compassionate Open, honest and transparent Treats everyone as an individual Acts with integrity 	
Practical / intellectual skills	<ul style="list-style-type: none"> Able to organise and prioritise own work Able to work accurately & efficiently Ability to travel to various sites in a timely manner. 	
MCH values	<p>Being caring and compassionate The health and wellbeing of our patients and staff are my priority. I show kindness and humanity. I am inclusive and non-discriminatory.</p> <p>Working in partnership I ask for, respond to and offer feedback which improves the quality of our services. I work effectively as part of my immediate team, the wider organisation and with external partners to achieve shared goals. I take responsibility and ownership for my area of work and I meet and</p>	

	<p>manage expectations.</p> <p>Delivering quality and value</p> <p>I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes. I make the most of resources and reduce waste and inefficiencies. I seek out, share and actively participate in new ideas and ways of working.</p> <p><i>These are the core values and behaviours expected of all roles within MCH and individual performance in relation to the values is assessed in your PDR. A full description is available from your manager and the intranet.</i></p>	
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