



Job Description

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| Job Title: | Oncology Receptionist |
| Band: | 2 |
| Hours: | 16.5 hours – Tuesday, Thursday and Friday |
| Base: | Bedford Hospital, and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role). |
| Reporting to: | Assistant Service Manager |
| Terms and Conditions of Service: | Currently those of Agenda For Change and other local agreements |

OUR VALUES:





JOB SUMMARY:

The receptionist has responsibility for the reception area to the Unit. They will work as part of a team providing front-line administration and clerical services to the Department, primarily booking patients in and out using the hospital PiMS system but will also undertake other duties including answering the telephone to both internal and external callers, sending appointments to patients and booking transport.

KEY RESPONSIBILITIES:

1.1 Patient/Public Contact

- 1.1.1 Welcome patients, relatives and visitors to the department and provide advice or guidance, information or assistance as appropriate.
- 1.1.2 Deal with telephone enquiries from patients and relatives in a polite and professional manner ensuring that the information provided is accurate and compliant with patient confidentiality and data protection policies.
- 1.1.3 Use skills to overcome barriers to communication such as language or disability.
- 1.1.4 Remain composed and professional when faced with people displaying aggressive or violent behaviour.
- 1.1.5 Show empathy when dealing with emotionally distressed members of the public who may have received “bad news”, and be prepared to deal with this situation on a daily basis.
- 1.1.6 Inform the nursing staff of any patient/visitor to the Unit who becomes unwell.
- 1.1.7 Receive information from department managers and relay to patients and visitors as appropriate.
- 1.1.8 Treat individuals in a non-judgemental, respectful manner, irrespective of race, creed, gender, age, religion, personal appearance, lifestyles or behaviour.
- 1.1.9 Be able to concentrate whilst working in a busy, potentially noisy, public area with frequent competition for your attention.
- 1.1.10 Keep patients updated when clinics are running late, provide updates to patients every 30min.

1.2 Out-patient Clinics

- 1.2.1 Making follow-up appointments for patients to attend the outpatient clinics that run in the department.
- 1.2.2 Ensuring that the above information is cascaded to the patient, either at the time of the appointment being made by completing an appointment card for the patient to take away or by ensuring that a letter is sent to the patient by post.
- 1.2.3 Arrange transport for patients attending clinics where needed.
- 1.2.4 Ensure patient information is fully maintained on the PiMS screen i.e. patient marked as attended, follow-up appointments made etc and that



clinics are properly cashed up at the end of each clinic session (within 1 working day).

1.3 Using PiMS (Patient Information Management System)

- 1.3.1 Update patient records ensuring that as much accurate patient data is recorded as possible including mobile telephone numbers if applicable.
- 1.3.2 Use communication skills to further question patients and relatives in order to obtain relevant and accurate information i.e. ethnic origins etc.
- 1.3.3 Diary Manager responsibility: cancel/close/reschedule follow-up clinics when doctors away and notify the Appointments Office manager to close/reschedule new patient clinics ensuring adherence to the Waiting List Policy.
- 1.3.4 Book follow-up appointments for patients following treatment at Addenbrooke's Hospital.
- 1.3.5 Notify the Appointments Call Centre of details of patients seen on the wards ensuring these are recorded as new patient episodes.
- 1.3.6 Report all faults with PiMS and the Information Technology System to the IM&T Department.
- 1.3.7 Report any other equipment faults to the appropriate department or person.

1.4 Training

- 1.4.1 Undertake training of new and temporary reception staff as required, to ensure a seamless service.

1.5 Other Duties

- 1.5.1 Undertake photocopying duties as and when required.
- 1.5.2 Deal with daily internal and external post, distributing as necessary.
- 1.5.3 Ensure that the clinic and reception area is well maintained at all times, this may involve close liaison with the domestic and estates departments.
- 1.5.4 Record and maintain daily clinic statistics for the consultants and the Trust information Services.
- 1.5.5 Assist in covering the absence of other reception staff as and when required. This may involve working additional hours.
- 1.5.6 Liaise with consultants, unit manager and secretaries concerning the position of their clinics when necessary.
- 1.5.7 Respond to an ever-changing and demanding workload within the resources available, prioritising own workload.
- 1.5.8 Monitoring stationery supplies for the department and re-ordering as required.
- 1.5.9 Nominated person if there is a need to evacuate patients from the building/area.



GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

PROBATIONARY PERIOD:

This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedford Hospital is four weeks.

STANDARDS:

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.



All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT:

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY:

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other



unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.

SMOKE FREE:

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.

The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.



ASSISTANCE WITH TRUST PROCESSES:

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.