

## JOB DESCRIPTION

### **Job Details:**

<b>Job Title:</b>	Apprentice Receptionist & Administrator
<b>Grade/Band:</b>	Apprenticeship
<b>Location:</b>	Norfolk & Norwich NHS Trust
<b>Department:</b>	Medical Outpatients
<b>Managerially Reports to:</b>	Admin Manager
<b>Professionally Accountable to:</b>	Divisional Operational Manager

### **NOTE:**

*This job description describes the role that an apprentice will be working towards during the training period.*

*Supervision and support (direct and indirect) will be provided during all tasks, with progression being dependent on the completion of set objectives throughout the 14 months. This will enable the apprentice to work within the organisation to gain confidence, experience and build a portfolio of evidence for apprenticeship accreditation.*

### **Job Purpose:**

The post holder will provide a high quality reception and support service for the Medical Division, and as such, will need to be able to communicate well with patients and their relatives, the general public and a wide range of multi-professional staff, internal and external to the Trust. In order to provide a support service to the technical staff, a versatile approach is essential and the ability to cope with a large number of different tasks simultaneously is a prerequisite of this post.

The apprentice Receptionist & Administrator will be responsible for ensuring the correct and timely input of patient information onto the Patient Administration System (PAS), observing the rules of 'real time data entry'. All aspects of this role should be carried out in line with Trust Policies and Procedures on data collection and confidentiality.

Confidentiality in all matters is of the utmost importance.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Dedication, Integrity and Excellence.

## **Overview of Essential Responsibilities:**

1. To provide a support service to the technical, secretarial, medical and nursing staff of the Department
2. To carry out receptionist duties, including prioritising and arranging appointments and maintaining the various appointment systems, identifying test requests and investigations, and co-ordinating the various clinics within the department.
3. To provide support to medical secretaries with admin duties, phones, referrals, photocopying etc.
4. To deal with patients and external and internal staff enquiries in person or via telephone, email, in a courteous and confidential manner and provide assistance as required.
5. To ensure patient safety and well-being in the waiting area prior to them being called for their appointment and alerting appropriate staff to any cause for concern.
6. To keep a log of telephone requests for investigations in line with department policy, prioritising these and ensuring messages are conveyed to the appropriate technical staff.
7. To ensure appointment lists are maintained and prepared in readiness for clinical work.
8. To obtain and prepare notes in readiness for clinics, investigations or at the request of staff within the department.
9. To maintain a record of the transfer of notes to and from the department.
10. To liaise with secretaries and other departments within the Trust as necessary to ensure case notes, x-rays, and referrals are available for every patient attending an out-patient clinic. Liaise with external stakeholders to obtain referrals if necessary.
11. To ensure notes are prepared correctly for clinic with a Front Sheet and set of labels in each set. Ensure each set of case notes are tracked into the department.
12. To cancel and re-book appointments as necessary, assessing each individual requirement to establish priority and need for the overbooking of clinics.
13. To ensure that checks are made for any cancellations, amendments and additions etc. prior to clinics.
14. To ensure that on the patients' arrival to clinic, they are confirmed on the system as they arrive and that their demographic details (including Overseas Visitor Status) are checked, ensuring new labels and front sheets are produced if there are alterations made.
15. To ensure that prior to patients leaving the Clinic the Post Sessions Recording Screen is updated, follow-up appointments are made as necessary, agreeing dates and times with patients and RTT code is recorded.

16. To ensure that patients are placed onto the waiting list as appropriate, and checks are made for short notice availability and periods of unavailability, give patients a waiting list entry letter.
17. To ensure at the end of each clinic; reconciliation is carried out to include DNA outcomes.
18. To maintain the various filing systems and record books within the Department and provide a filing system for all departmental staff to use.
19. To assist in the movement of patients to and from wards and departments as necessary.
20. To arrange hospital transport for patients attending the department in accordance with the Trust Policy.

<b>Functional Requirements</b>			
Direct face to face patient contact	Yes	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	Yes
Manual handling	Yes	Crouching/stooping or kneeling	Yes
Night working/shift work	Yes	Frequent hand washing/wearing gloves	No
VDU user	Yes	Chemical sensitisers	No
Driving patients	No	Noise	No
Other (please state)	No		

**Job Specification:**

	<b>Means of Assessment</b>	
	<b>Essential/ Desirable</b>	<b>Application Form/ Interview/Test</b>
<b>Qualifications/Training and Professional Development</b>		
4 GCSEs at D/3 or above or equivalent (to include English and Mathematics)	Essential	AF/I
Undertake and complete the Level 2 Customer Service Practitioner Apprenticeship Standard within 14 month contract	Essential	AF/I
Ensure attendance at Mandatory Training Sessions	Essential	AF/I
To undertake PAS training	Essential	AF/I

<b>Knowledge and Experience</b>		
Previous clerical work including data input Experience in NHS or customer service organisation	Desirable	AF/I
<b>Skills and Abilities</b>		
Good communication and interpersonal skills	Essential	AF/I
IT skills, accurate data input	Essential	AF/I
Flexible, able to multi-task and prioritise	Essential	AF/I
Understanding the need for confidentiality	Essential	AF/I
Preference for working in and supporting a Multi-disciplinary team	Essential	AF/I
Customer care skills	Desirable	AF/I
<b>Attitude, aptitude</b>		
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	AF/I
Demonstrates understanding and commitment to Equality, Diversity and Inclusion	E	AF/I

Reasonable adjustments will be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.