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| Job Title: | **Receptionist/Administrator** |
| Reports to (job title): | Service Manager |
| Line Manager to: | XXX |
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## Job purpose

To ensure the smooth running of reception and waiting room of the service with care and professionalism, reporting any problems encountered to the appropriate person.

To be a part of the Urgent care and Walk-in Centre’s Reception/Admin team, on a rota basis covering the services opening hours of 8 am to 8.30 pm. Various hours and shift patterns apply to cover a service that is open 365 days of the year.

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

* Excellent Customer Service is a key responsibility of all staff members.
* Professionalism in this role is required.
* Provide front-line reception duties for our centres, acting as a first point of contact for patients and others attending the centre’s.
* Operate the Adastra clinical systems imputing patient demographics on arrival and updating or extracting information as required.
* Receive and book in patients, monitor the patient flow.
* Deal with all given instructions e.g., regarding blood/urine/swabs/x-rays received and ensure regular follow up where results are abnormal, and patients have not pursued them.
* Provide and receive information face to face, over the telephone, in writing or electronically from patients, doctors, practice nurse, colleagues and managers, other external contacts (e.g. pharmacist, secondary care, nursing homes, etc.), members of the wider Primary Health Care Team and other visitors and ensure that where necessary, messages are clearly and accurately passed onto the appropriate person in a timely fashion.
* Open, sort and distribute internal and external post, including recorded delivery, on a daily basis.
* Ensure adequate stocks of stationary for use by all staff and advise relevant colleagues when stocks need to be replenished.
* Complete all statutory and mandatory training as indicated. In addition, any in -house or external training that may be provided and may be considered appropriate to the duties of the post.
* Ensure the reception and waiting areas are kept neat and tidy.
* Ensure that notice boards are kept tidy and up to date and oversee the supply of literature in the waiting room,
* Flexibility is required to cover colleagues in the event of absence though sickness, annual leave, etc. across the centres.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* IT experience and computer skills
* Administration skills
* Good written and verbal communication
* Good interpersonal skills
* Ability to organise own time effectively
* Ability to work effectively as part of a team, valuing contributions from team members
* Ability to work independently following spoken or written instructions
* Reliable
* Flexible
* Willing to learn new skills
* Adapt positively to changes in working practices

Desirable

* Experience to work within the health sector or similar customer contact

Other requirements: **This role will be working across 2 sites:**

Address: HCRG Care Group, West Lancashire Urgent Treatment Centre, Wigan Road, Ormskirk, L39 2AZ

Address: HCRG Care Group, Skelmersdale Walk in Centre, The Concourse, Skelmersdale WN8 6LJ

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| Employee signature |
| Manager signature |