

Job Title:	Telephonist
Reports to (job title):	Care Coordination Manager
Line Manager to:	Not Applicable

## Job purpose

Working as part of the Sexual Health service the post holder will provide a comprehensive administrative support function to a range of services. The post holder will be required to communicate professionally and effectively to facilitate effective performance within the different areas of the Sexual Health service and make a direct and positive contribution to the teams. After appropriate training, the post holder will be required to utilise the computer systems to capture and update necessary data and to cross check that the information recorded is accurate and comprehensive, collecting data manually where appropriate. The role will include database management and some telephone contact with service users. The post holder will be required to organise their own workload within defined guidelines and exercise discretion and initiative when directing queries to other departments as appropriate, referring to senior colleagues when necessary.

## Key responsibilities

- Dealing with high number of telephone calls into the Service always ensuring efficient and sensitive communication.
- Respond to enquiries from patients to book their appointments
- To show excellent customer service skills when answering telephone calls that are received into the CCC
- To be able to follow guidelines/protocols and work with clinical colleagues to ensure patients are directed to the correct services in a timely fashion.
- To prioritise the level of need of referrals and highlight any urgent referrals to the suitable available health professionals.
- Collating and sending information and appointment letters to patients in respect of booked appointments.
- Perform clerical tasks including data input
- Carry out general clerical duties, e.g., filing, in the department office as required

- To be responsible for the processing and recording of confidential patient information and accurate coding of data.
- Maintain confidentiality of records, safe storage and archiving in accordance with HCRG policies and procedure guidelines
- To communicate professionally and effectively both written and verbally with senior management, clinicians and colleagues internally and in external organisations.
- Regular use of databases and IT packages e.g., Word, Powerpoint, Excel and Outlook to produce word documentation, presentations and spreadsheets.
- Participate in, review and evaluate personal learning and training activities via the Personal Development Review process
- Comply with HCRG policies and national legislation regarding confidentiality of patient information, the Data Protection Act 1998 and Health and safety law
- The post holder will be required to undertake any other duties, which may reasonably be required

**This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service**

## 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.

### Care

- Inspire

### Think

- Challenge

### Do

- Accountability

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| <ul style="list-style-type: none"><li>• Understand</li><li>• Communicate</li></ul> | <ul style="list-style-type: none"><li>• Improve</li><li>• Learn</li></ul> | <ul style="list-style-type: none"><li>• Involve</li><li>• Resilience</li></ul> |
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## 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 , NHS Constitution and HSCIC 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.

# Job Description

## 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

Criteria	Essential	Desirable
Commitment to HCRG Values	Must be able to demonstrate behaviours consistent with HCRG Values - Care Think Do	
Training & Qualifications	Can demonstrate basic number and literacy skills	
Experience	Experience of telephone enquiry work. Experience of working with hospital IT systems	Experience working in a call centre ECDL or equivalent
Communication and relationship skills	Good customer care and interpersonal skills required. Able to provide and receive clear and concise information by telephone and in other forms to colleagues and other staff. Able to work well in a team and as an individual.	Experience of communicating with clients or patients by
Analytical and Judgement skills	Able to use judgement in straightforward situations requiring analysis, e.g. resolving and / or forwarding enquiries appropriately	
Planning and organisation skills	Able to plan own work and meet agreed targets on an ongoing basis	
Physical skills	Manual dexterity required to perform tasks Keyboard skills	
Other requirements specific to the role (e.g. be able to drive or work shifts )	Flexible approach to working hours to help cover leave and sickness	

Employee signature

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Manager signature

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