

Job Title:	Health Family Team Receptionist
Reports to (job title):	Function lead
Line Manager to:	Apprentice or grade 2 equivalents

Job purpose

You will be the first face clients see when walking into our family hub, you will be guiding them to make sure we meet their needs. The receptionist will be key to ensuring the smooth running of the site supporting the Healthy Family Team Lead in the day to day running of the Family Hub. Duties will include meeting set up, reporting maintenance issues to the relevant service and front of house cover. You will also be part of our wider spoc team where we provide administrative support to the healthy family team within The Essex Child and Family Wellbeing Service, including communicating with the public, dealing efficiently with correspondence, Regular inputting of client details onto the Systm1 database. Working within a single point of contact team supporting a wider multi-disciplinary service.

Key responsibilities

- To produce SystmOne reports for the function lead as required including use Microsoft Office applications to complete a range of administrative tasks.
- To support the Administration functions across Essex, flexing into posts as required
- Use electronic systems effectively in order to maintain safe standards of record-keeping, following all relevant procedures and guidance.
- To deal in a professional, helpful and sensitive manner with clients, staff and other professionals and agencies, by telephone or face to face, responding to emails and telephone calls of a sensitive nature for vulnerable adults and young people including Social Care
- Process Safeguarding and other vulnerable patient reports, completing initial demographics for assessment requests and allocating to practitioners for action.
- Manage colleague Ledgers, allocating visits and ensuring duty rotas are covered
- Maintain accurate data/record keeping to ensure our electronic systems are in good order for KPI/Outcome reporting, removing duplicate records and ending care as Young People reach the age to leave our service. Attaching information to relevant client records including A&E, FEEE2 information and Subcontractor outcomes etc.
- Support/train our teams with IT including SystmOne support, logging on, accessing printers and wifi Ensure that messages, which may be of a sensitive or complex nature, are recorded accurately, prioritised, and communicated to the relevant team member.

- General reception / administrative duties, including filing, photocopying, Monitoring stationery / clinic supplies, ordering new stock, raising PO's and storing securely. Arrange and co-ordinate meetings / appointments including minute taking when required. Ensure compliance of Health and safety within office hubs
- Organise, maintain and monitor planned client contacts to ensure delivery of Healthy Child Programme.
- Operate electronic systems appropriately in relation to clinical records and electronic diaries.
- Collating of information for monthly and quarterly reports ensuring all reports are agreed and submitted on time. Compiling information that may be required for performance reporting.
- To be mobile across quadrant for site coverage.
- Monitoring all communication into the service via telephone and Email. Supporting with updating websites and social media pages as required.
- Deputise for Grade 4 during periods or leave or sickness.
- Ordering items for the service from various suppliers.
- Taking regular stock takes and updating our systems.
- The moving of equipment such as PPE, laptops from one site to another if required.
- Having use of a car that is covered by business insurance.
- Moving and handling of boxes in line with manual handling.
- Verifying new suppliers and managing a mail box.
- Undertake any other duties as required.
- To drill data from weekly Validation reports – to achieve KPI and Outcomes.
- To work closely with the wider SPOC Teams and Healthy Family Team Leads to help support this achievement.
- Reports cover, Antenatal, New Births, Developmental Reviews, FEEE2 and Breast Feeding along with other Ad Hoc Reports.
- Also Data Cleansing for Letters Not Finalised, Appointments Outstanding and Appointments to be rebooked.
- To attend fortnightly reporting meetings.

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
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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, 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.

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

Education/Qualifications

- Excellent numeracy and literacy
- Competent IT skills including Word, Outlook and Excel

Skills/Abilities

- Good interpersonal skills
- Good organisational skills
- Accuracy/attention to detail
- Ability to prioritise own workload
- Effective time management
- Ability to work on own initiative
- Excellent telephone manner
- Ability to maintain confidentiality
- Demonstrates the ability to work independently using own initiative

Experience

- Previous general office experience
- Experience of working with confidential and sensitive information and data
- Experience of using Microsoft packages

Knowledge and Understanding

- Knowledge of office administration and office equipment
- Knowledge of Microsoft packages, including diary management
- Understanding of patient needs and NHS
- Awareness of Health & Safety relevant to role
- Understanding of Information Governance

Personal Attributes

- Team player
- Driver
- Adaptable and flexible
- Reliable
- Ability to learn quickly

Flexible and able to multi-task

Desirable

- ECDL or equivalent
- SystemOne Experience

Employee signature

Manager signature
