

Job Title:	Administrator / Receptionist
Reports to (job title):	Administration Manager
Line Manager to:	N/A

Job purpose

To support in delivering a consistent and co-ordinated reception and administrative function throughout Cheshire West and Chester sexual health provision.

To perform a variety of tasks in support of the patient journey from referral to consultation through to discharge. The role is to receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective way.

To provide efficient and effective administrative support to sexual health service, and by creating a good environment for the patients. To be proficient in the use of systems for booking and tracking all types of outpatient appointments and patient electronic records ensuring this function is co-ordinated and updated accurately and in a timely manner.

To work in conjunction with the clinical and managerial teams to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.

To undertake clerical duties to ensure a comprehensive and efficient administrative support service.

The role of the Administrator/Receptionist will also support the wider service administration function of results, test administration and service communications.

Key Responsibilities

- To deliver a comprehensive, safe, and welcoming meet and greet service.
- Establish patient needs and deal with their requirements effectively, quickly and maintaining confidentiality.
- To create, update and amend patient case notes as required, particularly in respect of ensuring all patient demographics are accurate as required.
- To undertake reception duties, including updating patient's personal details and
- organising follow up appointments or add patient to an outpatient waiting list following a standard operational procedure.
- To ensure telephone enquiries are dealt with in a polite and courteous manner and liaise with Administration Manager to action DNAs to the service.
- Support with and maintain our robust express kit process, which will include the required result administrative tasks.
- Support the service with the management, promotion, and administration of our FFT (Friends and Family Test) campaign.
- Maintain a safe environment for patients, staff and visitors.
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To support the Administration Manager in the day-to-day operational functions of the department and undertake any office duties to ensure the efficiency of the administrative service is always maintained.
- To complete all quality and safety training and any other training requirements that occur for support the role of an administration assistant.
- Adhere to filtering emails protocol with monitoring of the service email.
- Retrieving patient medication and testing kit collection and completing the relevant coding of systems.

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.

Job Description

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

- Able to organise and prioritise own workload.
- Able to communicate effectively and in appropriate manner with individual and groups at all levels.
- Able to use own initiative and judgement to analyse and resolve problems.
- Ability to support and deliver to deadlines on a wide range of administrative processes.
- Good interpersonal skills, both verbal and written.
- Work using own initiative.
- Work as part of a multi-disciplinary team.
- Able to plan own workload.
- Forward thinking with logical and positive attitude Flexible
- Open and honest
- Ability to travel to other sites.

Qualifications:

- Educated to GCSE level or equivalent
- Knowledge and experience
- Full Driving License



Job Description

Employee signature

Manager signature

