

Job Title:	Receptionist/ Administration and Clerical Team
Reports to (job title):	Matron Farnham Outpatient Team
Line Manager to:	N/A

Job purpose

To work as part of a busy team, booking in Outpatient arrivals at the reception desk, answering calls from patients, and booking new or follow up appointments. The post holder will need to demonstrate flexibility in their role and confidence to use their own initiative when dealing with enquiries either face to face or over the telephone. The role involves prioritising work according to need and ensuring that the office environment is efficiently managed, including admin support for Outpatient Sister and Matrons. Being able to be courteous and respectful to all patients and their representatives is imperative.

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:

- To provide comprehensive, confidential and effective administration and reception support to the service
- Plans and manages own workload on a daily basis with other members of the team
- Acts as the first point of contact for patients, checking in patients on the Electronic Patient Record System and is responsible for managing telephone calls, dealing with all enquiries, maintaining detailed messages and escalating to nursing staff.
- Booking followup appointments for patients
- To regularly check the email inbox and deal with updates regarding clinic closures and ad hoc clinics
- Displays courteous, efficient and respectful communication between patients, other staff and all visiting Clinicians and their teams.
- Supports with management of transport patients by updating transport spreadsheet and phoning patients to confirm details
- Actively engage in team meetings and share information within the team to promote good communication and updating colleagues with changes within the department.

- To respect confidentiality for any work undertaken and have the ability to use own initiative and work with minimum supervision to deadlines whilst maintaining a flexible approach.
- Adhere to patient confidentiality and Information Governance requirements at all times
- Reports all complaints, hazards, near miss incidents, incidents and accidents and escalates to line manager / clinical lead in a timely manner.
- Support audits through undertaking data collection as required and within specified time scales, analysing and summarizing findings where this has been requested.
- Troubleshoot any day to day problems within the team / service e.g. liaising with Information Technology providers to ensure seamless IT systems.
- Provides IT and other support to other staff as required, including new members of staff during induction.
- Participate in own annual appraisal and attends all mandatory training as required for the role.
- Access regular 1-1's with line manager.
- To work in accordance with the Trust's Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.

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	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, 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 with 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

- 5 GCSE’s grade A-C including Maths and English or equivalent.
- Good grammar and numeracy skills.
- Excellent keyboard/computer skills.
- Good organisational skills.
- Excellent communication skills, both written and verbal.
- Demonstrate a can do attitude and customer care focused approach.

Desirable

- Administrative qualification at NVQ Level 2/RSA 2.
- ECDL.

Job Description

- Experience of working with databases.
- Experience of working with Microsoft Office applications.
- Experience of Electronic Patient Record Systems eg EPIC
- Experience of working in a face to face environment

Employee signature

Manager signature
