

## Job Description

Job Title:	Receptionist
Reports to (job title):	Service Manager
Line Manager to:	Assistant Service Manager

### Job Purpose:

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 8am 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.
- Confidentiality is paramount to this role.
- Professionalism in this role is required
- Provide front-line reception duties for our centers, acting as a first point of contact for patients and others attending the centers.
- Operate the Adastra clinical systems inputting patient demographics on arrival and updating or extracting information as required.
- Excellent knowledge of all Microsoft packages is required
- Receive and book in patients, monitor the patient flow, and draw to the attention of the shift coordinator/GP any patients who you consider may require immediate attention.
- 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 (eg. 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.
- Deal with all given instructions eg regarding blood/urine/swabs/x-rays received and ensure regular follow up where results are abnormal and patients have not pursued them.
- Open, sort and distribute internal and external post, including recorded delivery, on a daily basis.
- Ensure adequate stocks of stationery 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 that 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 through sickness, annual leave, etc. across the centers.

### Polices and Protocol

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- To understand and adhere to established policies and protocols in the execution of the duties of the post
- To draw on the experience and knowledge of the requirements of the post in order to contribute to the development of ad-hoc policies and protocols as required.

### **Training and Development**

- to participate in ongoing training and development
- to participate in Appraisals
- Undertake mandatory training as appropriate according to staff group requirements

### **Communication**

- Must have excellent interpersonal skills
- Ability to handle customer/staff complaints and incidents effectively
- An ability to diffuse potentially difficult situations
- First line contact for service users.

### **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 The organisations values are just words which don't translate into reality of the day to day. At Virgin Care, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of those who use our services and those who partner with us. They have been defined by our employees and have been integral to our journey so far and will be integral to our future as well.

### **Confidentiality and Information Security:**

As a Virgin Care 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 1998 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**

As a Virgin Care employee 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

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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
- Adherence to the clear desk/screen policy
- Only using email accounts authorised by Virgin Care – eg @virgincare.co.uk, NHSmail etc. 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 eg line manager, Head of Information Governance, Information Security Lead
- Only using approved equipment for the use of Virgin Care 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 Virgin Care 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 have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

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**

Virgin Care as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

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### **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 & Procedures**

All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet.

### **General**

Virgin Care is 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.

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## Job Description

Job Title:	HealthCare Assistant
Reports to (job title):	Inpatients Manager
Line Manager to:	Senior Nurse Inpatients

### Job Purpose:

To support and assist the senior team member in the provision of a high standard of care and the promotion of physical, mental and emotional health to prisoners.

To be an effective member of the Multidisciplinary Team carry out assigned tasks involving direct care in the support of the senior team member.

### 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 work as part of the multidisciplinary team participating in procedures and duties in accordance with agreed standards relevant to role.
- To participate in the assessment process of care needs and implementation of programmes of holistic care within set standards.
- To extend current practice in line with VCL policy, including the dispensing of prescribed medication under supervision.
- Undertake all aspects of medicines management related activities listed below in accordance with VCL medicines policy where appropriate training has been given and competencies have been achieved: medicine administration and understanding of supervised and in-possession medicines, ordering of medicines, safe storage of medicines, safe transportation of medicines. Attend appropriate training and maintain competencies in relevant areas
- To work in partnership with clients ensuring privacy and dignity is maintained.
- To assist in promotion of health and well being of clients.
- To undertake clinical interventions as delegate by a senior team member
- To maintain close liaison with the senior team member who is responsible for the workload.
- To maintain clear and comprehensive, signed and contemporaneous records according to VCL procedures.
- To assist with clerical and administrative duties as required
- To work in co-operation with all other professionals and agencies involved in the care the client.
- To be aware of and act upon, where necessary, the procedures in place to protect vulnerable individuals.

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- To participate in VCL Clinical Governance Strategy.
- To participate in VCL Risk Management Strategy.
- Undertake such duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.

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**Caring** – being present, demonstrating a concern for others, listening to and understanding one another, anticipating needs and wanting to do our very best for others

**Fun** – making people smile, showing enthusiasm and energy, being optimistic and trying to make things memorable for others

**Innovative** – leading the pack, challenging the way things are done in order to do things better, showing curiosity and spotting opportunities for change

**Outcome-driven** – focusing on what is most important, setting stretching targets and finding ways around obstacles. It's about keeping sight of the end goal and delivering results

**Outstanding** – wanting to be the best, constantly striving to improve on the past performance, when you are truly outstanding you see success as the norm and second best won't do!

**Wow** – having that wow factor in everything that we do, with the ability to surprise even ourselves by providing great quality and standards

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### PERSON SPECIFICATION

Essential	Desirable
<ul style="list-style-type: none"><li>• IT experience and computer skills</li><li>• Administration skills</li><li>• Good written and verbal communication</li><li>• Good interpersonal skills</li><li>• Ability to organise own time effectively</li><li>• Ability to work effectively as part of a team, valuing contributions from team members.</li><li>• Ability to work independently following spoken or written instructions</li><li>• Reliable</li><li>• Flexible</li><li>• Willingness to learn new skills</li><li>• Adapt positively to changes in working practices and patterns.</li></ul>	<ul style="list-style-type: none"><li>• Experience of working within the health sector or similar customer contact</li></ul>
Other requirements: - <ul style="list-style-type: none"><li>• N/A</li></ul>	

Employee signature: \_\_\_\_\_

Manager signature: \_\_\_\_\_