

Job Description

1. Job Details	
Job title:	Administrative and Clerical/Receptionist
Current Job grade:	Band 2
Reports to (Title):	Site Lead Therapist
CMT:	Therapy Services
Department/Ward:	Therapies
Location/Site:	Base to be negotiated with an expectation that can work Trust wide

2. Job Purpose
<p>To ensure patients receive appointments within the local and national targets set.</p> <p>To ensure patients and staff receive all relevant information in a timely, accurate and effective way.</p> <p>To ensure all data relating to patients is captured in a timely and accurate manner. To provide a customer focused booking service.</p> <p>To provide reception services, to relevant areas in a professional, understanding and courteous manner.</p> <p>To follow agreed procedures and protocols</p>

3. Organisation Chart

Trust Lead Physiotherapist

Site Lead Therapist

Outpatient/MSK Lead

Administration Lead

Administration Co-Ordinator

**Administration and Clerical/Receptionist
(this post)**

4. Duties

1. Booking Patient Appointments

- To prioritise own workload to ensure patients receive the required notice of booking ensuring maximum utilisation of available resource.
- To contact patients, gaining agreement of acceptance of booking with patient or their representative.
- To advise patients or their representative, either via telephone or face-to-face, within agreed protocols, of information relevant to their appointment. To take appropriate action as required, such as re-arranging appointment dates.
 - To ensure appropriate patients are appointed by following agreed procedures, clinician's directives and booking rules.

2. Ensuring compliance with Waiting Times

- To advise patients or their representative on length of routine waiting times in accordance with targets, referring onto supervisor or manager if appropriate.
- To action information on waiting list/clinic cancellations taking appropriate action, such as notifying patients, and informing supervisor &/or managers if waiting times may be compromised

3. Ensuring accurate data.

- To maintain the booking system as required ensuring accuracy and timely data quality in accordance with Trust protocols.
- To update patient information when necessary

4. Ensuring compliance with Cancellation policies

- To take appropriate action when patients fail to attend for appointments, following agreed protocols
- Where patients choose to cancel or change their appointment, to ensure the booking system is updated with relevant information and to take necessary action

5.
Clinic Reception Duties
 - To prepare reception & patient reception areas.
 - To ensure the smooth & efficient running of the outpatient clinics with emphasis on patient care.
 - To ensure appointments are booked in line within local and national targets.
 - To resolve where appropriate, any problems arising in clinic in relation to patient appointments, to liaise where necessary with clinical staff & to refer to supervisor where resolution is not possible.
 - To locate, retrieve & prepare all relevant Health Records, pan-Trust and other hospitals. Reading patient information to ensure all relevant Health Records are present at the time of the clinic appointment.
6.
General Office Duties
 - To maintain relevant filing systems within the department
 - Undertake photocopying of forms, booklets and any other relevant information required to perform duties.
 - To take appropriate action if office equipment fails
 - To receive, sort, distribute, prioritise and action all incoming mail
 - To assist all admin areas in the department as necessary
7.
Problem Solving

Using systems, procedures and problem solving skills to attempt to resolve queries in a quick and efficient manner
8.
Liaison with others
 - To liaise with patients or their representatives, clinicians, other relevant healthcare staff inside and external to the Trust, management, clerical and secretarial staff, either in a face to face capacity, or via the telephone, e mail or fax system
9.
Ensuring adequate delivery of service
 - To provide cover for absent colleagues to ensure the needs of the service are met.
 - To ensure confidentiality in line with the Data Protection Act 1984/98 and the Trust's IM&T security policy of information, obtained during the course of employment, on all matters relating to patients, staff & the Trust's business.
10.
Training & Development
 - To attend training relevant to the post and the Trust's mandatory training
11.
Ordering
 - Ordering RDC stock online, ensuring stock is utilised correctly and economically
 - Ordering non stock items via e-procurement, contacting suppliers for quotes and delivery terms
 - Check deliveries and GRN on e-procurement
 - Putting through orders for Locum staff

5. Physical and Mental Skills

Physical and Mental Skills

Experience: -

- Working in a customer-focused environment.
- Working in a busy environment
- Working to tight deadlines on a daily basis
- Experience as working as part of a team
- To be flexible and able to deal with rapid changes to working procedures and routines
- Maintaining and updating medical records where appropriate

Skills: -

- Ability to input data in a timely and accurate manner
- Ability to prioritise own workload
- To work on own initiative within agreed protocols
- Excellent verbal communication skills
- Excellent customer care skills
- Excellent keyboard skills

Behaviour: -

- Excellent inter-personnel, communication and organisational skill
- Flexibility, adaptability and the ability to deal with change, to be able to cover a broad range of work, sometimes complex and non-routine.

6. Responsibilities of the Post Holder

- This role has frontline responsibility to provide reception services within the Outpatient
 - To ensure confidentiality in line with national and trust specific policies.
 - To ensure the smooth and efficient running of the booking systems and reception/waiting list/admin areas in the Trust with particular emphasis on patient care.
 - To attend training sessions and demonstrate commitment to continuing professional development.
 - To ensure the smooth and efficient running of the waiting time function.
 - To provide information and advice to patients or their representative on non-clinical subjects related to booking.
 - To understand and maintain safe working conditions in accordance with Trust policies and Health and Safety Legislation. Personal duty of care in relation to health and safety within their working area.
 - To prioritise own workload.
 - Demonstrate duties to new and existing staff and participate in the induction of new staff.
 - To deliver the ULHT Choice and Access policy and protocols
- welfare of children, young people and adults, both as service users and visitors to Trust

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities

and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

The role requires an ability to prioritise own workload, with some degree of problem solving, by following agreed protocols, whilst working as part of a larger team under supervision

8. Physical, Mental and Emotional Effort Required

- The role requires the post holder to exert frequent light physical effort.

- The role requires visual acuity for reading of VDU screens
- The role requires significant periods of sitting at a computer terminal
- The role requires the post holder to spend regular periods of concentration.
- The role requires the post holder to exert moderate physical effort for short periods when lifting Health Records/X-rays, pushing trolleys of notes or moving small amounts of stationary.
- The nature of the role requires the post holder to be able to work to tight deadlines and to prioritise own workload on a daily basis
- The role requires the post holder to work in a very busy, telephone booking service environment or in a face-to-face capacity when undertaking reception duties.
- The role will require regular exposure to clients who may be emotional, or verbally aggressive by telephone or in a face-to-face environment.

9. Outline of Working Conditions

- The post does require the use of VDU equipment for extended periods of time.
- Frequent noise from telephones and computer equipment.

Person Specification

Post of Administrative and Clerical Receptionist

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	<ul style="list-style-type: none"> • GCSE (Grade C or above) in Maths and English (or equivalent qualification) • OR • NVQ Level 2 in relative subject, i.e. Customer Care skills or Administration (or equivalent qualification) or at least working towards 	Application Certificates	<ul style="list-style-type: none"> • CLAIT or European Computer Driving Licence or equivalent 	Application Certificates
Previous Experience (Nature & Level)	<ul style="list-style-type: none"> • Experience of working in a customer care or office environment. 	Application & Interview	<ul style="list-style-type: none"> • Knowledge or experience of NHS working 	Application & Interview
Evidence of Particular: - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> • Good data entry/keyboard skills Ability to prioritise and organise own workload • Good written and verbal communication skills • Be accurate and pay attention to detail in work produced • Awareness and Knowledge of the dignity 	<p>Interview</p> <p>Application Form and Interview</p>	<ul style="list-style-type: none"> • Understanding of NHS waiting times Targets • Experience of Health Records, Outpatients and Waiting List • Understanding of booking systems, maintaining diaries 	Application & Interview

	<p>in care agenda.</p> <p>Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</p> <ul style="list-style-type: none"> ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence 			
Specific Requirements	<ul style="list-style-type: none"> • Ability to work to tight deadlines • Ability to main confidentiality • Ability to work as an individual and as part of a team • Hold a full, clean driving licence 	Application & Interview		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Job Holder: