

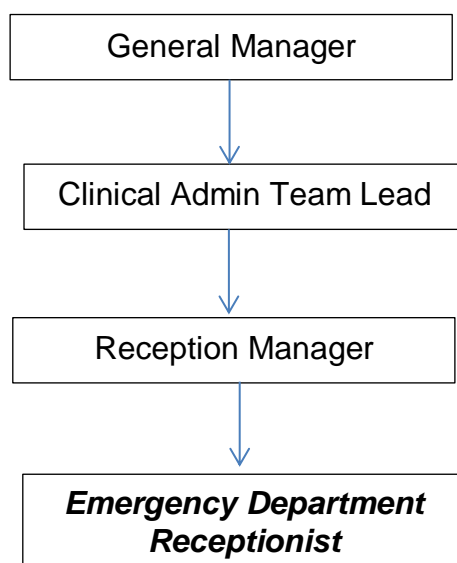
## Job Description

Job Ref:	21-004
Job Title:	Emergency Department Receptionist
AfC Pay Band:	Band 3
Number of hours:	
Clinical Unit / Division	Urgent Care
Department:	Emergency Department
Location:	Conquest Hospital
Accountable to:	Emergency Department Clinical Admin Lead
Reports to:	Reception Manager

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed : £N/A</p> <p>Authorised signatory for: £N/A</p> <p>Other financial responsibility: Careful use of Trust resources</p>
Staff	Staff (wte): N/A
Information Systems	<p>Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation</p> <p>Specialist systems: Nervecentre, Allscripts PAS, Esearcher, EDDI, EMIS, CAS Online</p>

Job purpose	<p>Provide a positive and approachable Reception service to all patients arriving at the Emergency Department.</p> <p>Maintain a high standard of customer service when dealing with patients, relatives, visitors and staff within the Emergency Department focusing on patient care and experience. Ensure patient confidentiality is maintained at all times.</p> <p>Ensure a comprehensive and efficient reception / administrative service is maintained for the Emergency Department.</p>
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## Department Structure



## Communications and Working Relationships

List people with whom the postholder interacts on a regular basis.

With Whom:	Frequency	Purpose
Reception Manager	As required	To check the requirements of the reception. To be advised on any training issues and to consult on any problematic issues
Nursing Staff	Daily	To provide full reception and clerical support
Medical Staff	Daily	To provide full reception and clerical support
Support Staff	Daily	To ensure the health & safety of patients
Clerical Staff	Daily	To ensure proper maintenance of hospital records and continued patient care
General Public	Daily	To provide reception support to all hospital visitors and telephone callers
Allied Professionals (paramedics etc)	Daily	To ensure proper records are collated on patients' arrival in the Emergency Unit
Police	As Required	To provide patient information as appropriate

## **Key duties and responsibilities**

1. Provide a positive and approachable Reception service to all patients arriving at the Emergency Department.
2. Work alongside the UTC Care Navigators to instruct / direct patients to use the eTriage system to book into the department.
3. Register / book in patients that are unable to use the eTriage system as well as be responsible for checking patient demographics are correct and print any associated paperwork.
4. Book GP appointments when the UTC Care Navigators are unavailable.
5. Scan and file all completed Emergency Department documentation and to ensure safe storage and control of documents until disposal.
6. Check all returned patient documentation for referrals and send off referral paperwork as and when necessary.
7. Prioritise own workload within a busy Reception.
8. Ensure safe use of office equipment within the service.
9. To answer telephone enquiries in a professional and confidential manner and re-direct telephone enquiries to departments and wards as required.
10. Liaise with Emergency Department nursing and medical staff as well as other hospital staff as appropriate.
11. Answer questions and queries from visitors to the hospital as to a patient's whereabouts if appropriate.
12. Answer general enquiries at Reception including directing and re-directing patients arriving for hospital appointments.
13. Provide information and documentation about local alternative health services.
14. Arrange and book follow up Fracture Clinic appointments as required by nursing and medical staff.
15. Participate in the Major Incident Procedure as and when required.
16. Undertake training as required or requested.
17. Provide support and assistance with on-the-job training for new Reception staff / members of the team.
18. Have the ability to deal with sensitive subjects with empathy and confidentiality.
19. Undertake any ad hoc duties allocated which are considered to be consistent with the responsibilities of the post.

### General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

### Working Environment:

Driving		Lifting		Verbal aggression	✓
Use of PC/VDU	✓	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working	✓	Providing <b>professional</b> emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	✓
Repetitive movement	✓	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	✓
Food handling		Night working	✓	Working in confined spaces (eg roof spaces)	

**Statement**

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.



### Person Specification

Job Title: Emergency Department Receptionist		Grade: Band 3	
Department: Emergency Department		Date: August 2023	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
Educated to GCSE (or equivalent) to include English and Maths Grade C/4 or above	AI	ECDL or alterative relevant IT qualification	AI
NVQ Level 3 in Administration or equivalent relevant experience	AI		
Experience			
Good understanding of office procedures and general clerical experience	AI	Knowledge of basic medical terminology	AI
Must be used to working in busy environment with a variety of different people	AI	Knowledge of using Nervecentre	AI
Previous experience of working as a receptionist or administrator dealing with general public / service users answering general queries	AI		
Skills / Knowledge / Abilities			
Good communication skills both verbally and written	AI		
Good IT skills. Knowledge of Microsoft Office including Word, Excel, Outlook	AI		
Good organisational and prioritisation skills	AI		
Ability to work both in a team and autonomously	AI		
Good keyboard skills	AI		
Good judgemental and analytical skills	AI		
Ability to deal with difficult situations using tact and empathy	AI		

<b>Other</b>			
Reliable work record	AI		
DBS clearance if applicable	T		
Evidence that personal behaviour reflects Trust Values	AIR		

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Managers Signature

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Date

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Postholder's signature

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Date