

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Reception Team Leader
Band:	3
Base	Emergency Department (A&E,EAU, AEC & Guildford Ward)
Department / Portfolio	Access and Medicine
Reports to:	Reception Manager

2. JOB PURPOSE

To provide robust support to the receptionists and provide resilience to the Emergency Department team.

2.1 JOB SUMMARY

To support the Reception Manager in providing and co-ordinating an efficient and comprehensive reception, administrative and information collection service for the Emergency Department.

To ensure that all departmental and Trust processes are adhered to and followed. The post holder will be responsible for the training and development of their team to maintain a high level of customer support at all times.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

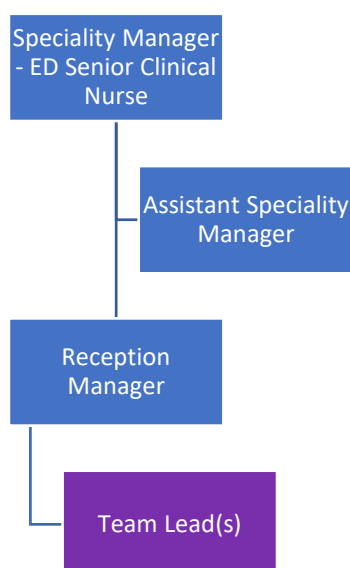
- Support the Reception Manager
- To have excellent prioritisation skills to ensure the work and targets are completed in a timely manner despite interruption
- Supervise all the ED receptionists with the help of the Reception Manager including when the Reception Manager is absent.
- Be competent and able to train staff in all areas of the Emergency Department – A&E, EAU, AEC & Guildford Ward
- Be flexible in hours due to the unpredictability of the department and be there to support the team in unusual situations which may occur.
- Ensure work areas are restocked with stationary items, and the health and safety environment is maintained. To report to the Management team if you identify any hazards
- This is not an exhaustive list of duties but covers the main responsibilities of the post. The post may occasionally involve other duties not listed to suit the nature and level of this post.



4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Senior Management – Clinical and Non-clinical Consultants Nursing teams ED Admin Team Receptionists Multi-disciplinary teams HPL	Patients / Relatives GPs Nursing/Care Homes Police

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Management

- To take responsibility of the team, providing leadership, recognising and developing the teams, mentoring, coaching and training them to utilise the strengths to enhance the departments' performance and build organisational capability.
- Assessing staff performance against agreed performance standards and/or competencies at least annually and develop meaningful and achievable personal development plans
- To be responsible for the self- development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work;
 - To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be

considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Team Lead – Emergency Department

BAND: 3

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assess-ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		A/I
Share information openly and effectively with patients, staff and relatives	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
General education to GCSE level.	√		A
Knowledge and Experience			
<i>Previous experience in patient contact position.</i>	√		A
<i>Previous NHS experience in an admin role</i>		√	A
Skills and Capabilities			
<i>Computer literate- able to use Microsoft Office including word and Excel.</i>	√		A/I/T



<i>Familiarity/previous experience with Cerner</i>		√	A/I
<i>Good understanding of Medical Terminology.</i>		√	A
<i>Excellent telephone skills.</i>	√		A
<i>Excellent communication skills with the ability to communicate with the public and staff at all levels.</i>	√		A/I
<i>Able to work on own initiative</i>	√		A
<i>Efficient and well organised.</i>	√		A
<i>Ability to manage and prioritise own workload and to advise others of how to prioritise</i>	√		A/I
<i>Ability to work under pressure.</i>	√		A/I
Personal Attributes			
<i>Used to working in a busy environment</i>	√		A/I
<i>Adaptability, flexibility and ability to cope with uncertainty</i>	√		A/I
<i>Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions</i>	√		A/I
<i>Professional calm and efficient manner</i>	√		A/I
<i>Effective organizer/prioritisation skills</i>	√		A/I
<i>Demonstrates a strong desire to improve performance and make a difference by focusing on goals</i>	√		A/I
<i>Able to work on own initiative.</i>	√		A/I
<i>Highly motivated with ability to influence and inspire others</i>	√		A/I
<i>Efficient and well organised.</i>	√		A/I
<i>Ability to manage and prioritise own workload and to advise others of how to prioritise.</i>	√		A/I
<i>Ability to work under pressure</i>	√		A/I
<i>Attention to detail</i>	√		A/I
<i>Confidence to liaise with GPs, patients, consultants and senior managers.</i>	√		A/I