

JOB DESCRIPTION

Oxford Health NHS FT

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Job Title:	Driver/Receptionists – Urgent Care - Oxfordshire
Band:	Agenda for Change Band 2
Responsible to:	Urgent and Ambulatory Care Coordinator
Responsible for:	N/A
Accountable to:	Head of Service – Urgent and Ambulatory Care
Place of work:	Various: Abingdon, Witney, Bicester, Banbury, Oxford & Henley
Hours:	The post will include evening work, overnight duty, weekend working and Public Holidays – Exact hours TBA at interview

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JOB PURPOSE

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

The post holder will be expected to work unsupervised and exercise initiative whilst carrying out a combination of driving and reception work to support the efficient operation of the Urgent and Ambulatory Care Service. This involves assisting with the handling of calls, general administrative and reception duties, performing daily checks of drugs, stock and equipment for the service vehicles and driving clinicians to visit patients at home.

Urgent and Ambulatory Care vision is to provide "A professional, patient-focused service committed to caring with dignity and respect"

DUTIES AND RESPONSIBILITIES

- Undertake any general administrative and reception work commensurate with banding. This list is not exhaustive.
- Ensure that consulting rooms and reception areas are kept tidy and adequately prepared at the start and end of each session – to include opening of the I.T System in preparation for clinical staff.
- Ensure that clinicians have readily available the equipment and supplies they require to carry out their duties.
- Ensure patient confidentiality is maintained at all times.
- Liaise with central dispatch and other bases to ensure a safe and efficient patient centered service.
- Manage appointments/visits to book within the supportive I.T operation system and patient call details from the 111 call centre and pass promptly to the duty Clinician.
- Manage patient activity in line with case priorities, alerting clinical staff when these are in danger of breaching.
- Working positively with the broader workforce e.g. SCAS, pharmacists to facilitate effective patient management.
- Manage communication within waiting rooms to ensure patients are kept up to date with relevant information e.g. delays in service.
- Escalating concerns regarding patients to a member of the clinical team in a timely fashion for example a patient with increasing pain or deterioration or when communication is becoming challenging.
- Greet patients on arrival in a courteous and professional manner.
- Undertake relevant competencies for the role.
- Ensure that the car is ready (vehicle checks, and paperwork completed, vehicle clean and tidy) for home visiting.
- Ensure daily check of service vehicle bags (equipment and medicines stock levels and expiry dates) at the beginning of each shift and replenish between visits where appropriate.
- Ensuring medications are kept secure, receipt pharmacy deliveries, monitor and replenish medications ensuring they are within date and replaced accordingly. Out of date medications are disposed of per trust policy. Act as a second signatory for CD sign in/out and daily checks.
- Ensure prescriptions, equipment and keys are kept securely.
- Monitor the equipment, reporting any shortages or any faults to Coordinator/Clinician

- Drive the clinician on patient home visits in a safe manner ensuring compliance with current road safety legislation and driving conditions.
- Respond in a helpful manner to any other reasonable requests for assistance from the duty doctors, other clinicians or service managers. This may include accompanying clinicians, acting as a chaperone, assist with resuscitation or act as a fire marshal.
- To escalate any areas or issues of concern promptly to the Coordinator for advice and resolution.
- Keep managers informed of any difficulties or areas for improvement.
- Work within the operational policies and standard operating procedures of the service and Oxford Health NHS Foundation Trust at all times.
- To contribute to organisational development and change as necessary.
- To contribute to the organisational management of the service on issues such as health and safety, use of supplies and following local policy regarding incident reporting.
- Use of merchant acquiring card payment machines for receiving payment for prescription charges for medications supplied by the service for patients to take out (TTO).

Job Demands:

Physical Skills and demands:

- Driving of fleet vehicles with manual gearbox
- Maintaining tidy Stock areas
- Unpacking drugs and administrative equipment
- Daily check of service vehicle Bags (Equipment and Medicines) and safety checks of fleet vehicles
- Loading and unloading of appropriate equipment into service vehicles

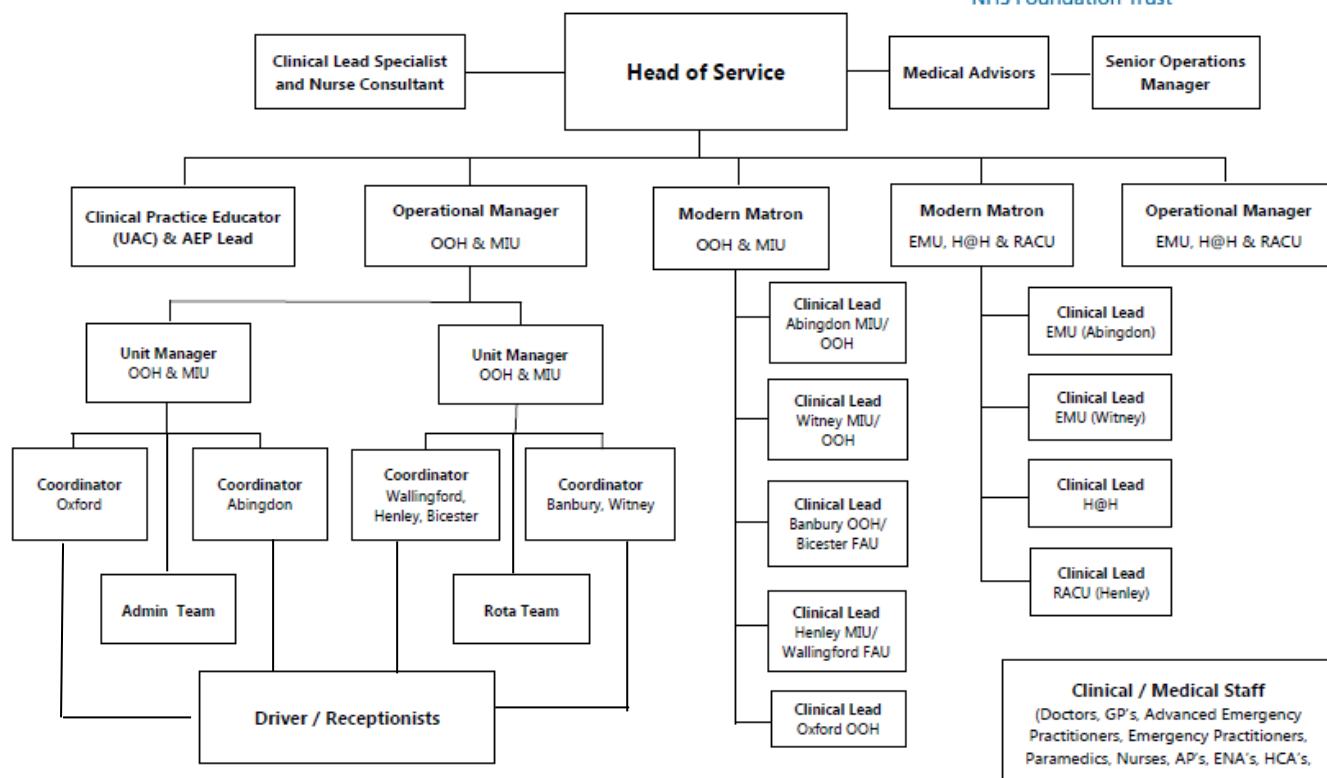
Mental and Emotional Demands:

- Concentration needed when driving and when checking bags/equipment
- Knowledge/experience of driving in all weather conditions
- Knowledge of how to utilise Satellite Navigation system
- Concentration required when inputting patient data on the Urgent Care information system
- Effective Communication skills including during periods of high demand.
- Managing patient flow by means of the Adastra Appointments Blocking facility in conjunction with the duty coordinator to ensure smooth running and safety of all bases
- Communicating with distressed/anxious/worried patients/relatives.

Working Conditions:

- Exposure to body fluids, (occasionally)
- Exposure to verbal aggression (occasionally)
- Exposure to physically aggressive behavior (rarely)
- Exposure to all weathers
- Exposure to periods of driving – both daylight and non-daylight hours including during adverse weather conditions

STRUCTURE CHART



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to

date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: Agenda for Change – Band 2		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<ul style="list-style-type: none"> Driving and reception knowledge/experience 	<ul style="list-style-type: none"> Previous experience within Health Care/NHS
Qualifications – Academic/Skills/Professional	<ul style="list-style-type: none"> Valid Driving License Good General Level of Education 	<ul style="list-style-type: none"> Educated to GCSE level or equivalent
Experience	<ul style="list-style-type: none"> Driving and reception experience Effective communicator (verbal and written) Patient and staff focused Basic computer skills Basic administrative skills Effective organisational skills including the ability to prioritise, plan and complete work 	<ul style="list-style-type: none"> Advanced Motoring Qualification Experience of using Microsoft Office A good driving knowledge of Oxfordshire
Personal Qualities	<ul style="list-style-type: none"> Able to work flexibly: evenings, weekends, bank holidays and overnights self-motivated and able to use own initiative and work under pressure Remain calm under pressure Flexible working attitude Responsive approach Able to work with accuracy and attention to detail Ability to work unsupervised and within a team 	
Contractual Requirements or other requirements	<ul style="list-style-type: none"> Ability to travel between sites and to regional meetings Attend courses relating to the role as required <p>Commitment to safeguarding and promoting the welfare of children, young people, vulnerable adults and fellow employees.</p>	