



# Together

# LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

## JOB DESCRIPTION

**JOB TITLE:** Receptionist/Clerical Officer

**DIRECTORATE:** Patient Access and Outpatients

**REPORTS TO:** Team Leader

**ACCOUNTABLE TO:** Patient Access Manager

**KEY RELATIONSHIPS:** Admin Managers  
Consultants  
Directorate Performance Managers  
Team Leaders  
Booking Services Teams  
Secretaries  
Other Health Care professions

**DIRECT REPORTS:** Patient Access Manager

**HOURS:** 37 ½ hours per week (on a shift rota basis)

**LOCATION:** Royal Preston Hospital & Chorley District Hospital

**BAND:** 2

**NB: The Post holder may be required to work in other departments across the Trust including across Trust sites.**

**DBS (Criminal Record) Check Level required for role:**

Please indicate the level of DBS Check required in this role	No DBS Required	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
		X				

**KSF Core Dimension Levels for Role**

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

## **Role Summary**

The post holder will demonstrate excellent organisational and communication skills.

In a polite and courteous manner, they will be responsible for providing an efficient and effective outpatient reception and appointments service, with strict adherence to Trust protocols, being aware of the need for confidentiality and integrity.

They will deal with all aspects of the outpatient appointment function on the Trust's computerised patient record system (QCPR), actively participate in virtual receptionist process, activating outpatient appointments, updating patient demographics and out-coming clinic attendance.

The post holder will be multi-skilled following training, have a full understanding and working knowledge of various reception areas and the basic functionality of clinics covered.

### **Key Duties and Responsibilities:**

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

## Our Values



### Being Caring and Compassionate

*Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.*



### Recognising Individuality

*Appreciating differences, making staff and patients feel respected and valued.*



### Seeking to Involve

*Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.*



### Building Team Spirit

*Working together as one team with shared goals doing what it takes to provide the best possible service.*



### Taking Personal Responsibility

*Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.*

ROLE DUTIES	MEASURABLE OUTCOMES					
<ul style="list-style-type: none"> <li>• Demonstrate an approachable, courteous, efficient appointment service to all Health Care Professions, patients, carers and relatives.</li> <li>• Actively contribute towards service development.</li> <li>• Maintain good communication skills when dealing with colleagues, patients, relatives, carers and other health care professions, utilising a variety of communication methods including verbal and electronic.</li> <li>• Constructively managing barriers to effective communication.</li> <li>• Use initiative to resolve conflicts in a mutually agreeable way, escalating to management where necessary.</li> <li>• Maintain confidentiality at all times as required by legislation and Trust Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Assigned mentor/trainer, attend internal training course.</li> <li>• Observation, monitor professionalism, attitude and behaviour with feedback from colleagues.</li> <li>• Adapts communication style to meet the needs of the individual.</li> <li>• On-going IG and Data Quality updates with annual refreshers</li> </ul>					
<ul style="list-style-type: none"> <li>• Actively participate in the PDPR process, undertake learning and development opportunities as identified.</li> </ul>	<ul style="list-style-type: none"> <li>• Departmental processes, policies &amp; procedures readily available and training</li> </ul>					

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<ul style="list-style-type: none"> <li>Demonstrate own duties to new starters and agency staff.</li> </ul>	<p>plan set out.</p> <ul style="list-style-type: none"> <li>Work independently with on-going support from team.</li> <li>Reports in place to monitor/address errors made.</li> </ul>					
<ul style="list-style-type: none"> <li>Rotate within the Outpatient reception teams to ensure that a multi skilled work force is maintained</li> <li>Provide an efficient and courteous outpatient appointment booking service.</li> <li>Provide flexible cover for colleagues as required to ensure the provision of an efficient reception service.</li> <li>Play an active role in Team Meetings and audits as required.</li> </ul>	<ul style="list-style-type: none"> <li>Observe, audit and monitor with feedback from colleagues.</li> <li>Be a positive ambassador for the Trust</li> <li>Support the aims and vision of the Trust</li> <li>In house training.</li> </ul>					
<ul style="list-style-type: none"> <li>Ensure any changes to patient demographic details are updated immediately on QCPR.</li> <li>Maintain the integrity of data/information using agreed procedure.</li> <li>Maintain a high standard of patient care.</li> <li>Deal with any problems/queries in a consistent and timely manner, ensuring that all relevant information is provided to assist in a quick resolution to any problem. Escalate any major issues to the reception admin manager if appropriate.</li> <li>Support change to working practices to improve the Quality of service provided.</li> </ul>	<ul style="list-style-type: none"> <li>To take personal responsibility for safeguarding and ensuring the quality of information.</li> <li>Demonstrate quality customer service.</li> </ul>					
<ul style="list-style-type: none"> <li>Act in ways that are consistent with legislation, policies and Procedures, for maintaining own and others health, safety and security.</li> <li>Report all accidents and incidents, as per Trust Policy.</li> <li>Assist in the maintenance of a healthy, safe and secure working environment.</li> </ul>	<ul style="list-style-type: none"> <li>Observe, audit and monitor compliance of Trust and departmental policies and procedures.</li> </ul>					
<ul style="list-style-type: none"> <li>Treat everyone with dignity and respect</li> <li>Act in accordance with current legislation, policies, procedures and good practice.</li> <li>Report behaviour that undermines equality and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Be respectful and courteous to others.</li> </ul>					

Occupational hazards or exposures relevant to this job (please tick)			
<b>Physical</b>			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	x
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
<b>Chemical</b>			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
<b>Biological</b>			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
<b>Other</b>			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

### Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

### Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

### Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses ) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

### **Job Review**

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

**LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST**

**PERSON SPECIFICATION**

**POST: Receptionist/Clerical Officer**

**Band: 2**

**DIRECTORATE / DIVISION: Diagnostics & Clinical Support**

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level</li> </ul>	<ul style="list-style-type: none"> <li>English and Maths GCSE level or equivalent</li> <li>Knowledge of Microsoft Windows applications</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Previous receptionist experience</li> <li>Experience of working in a changing environment</li> <li>Computer Literate, experienced in data entry and use of e-mail</li> <li>Understanding of Information Governance, Data Quality, Patient Confidentiality and its requirements</li> </ul>	<ul style="list-style-type: none"> <li>Previous NHS/Public sector experience, including direct customer care.</li> <li>Previous experience of working within a busy outpatient appointments environment</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Ability to provide and receive routine information, exchange information with patients, staff and external agencies relating to clinic appointments</li> <li>Oral, written, telephone, listening, questioning skills</li> <li>Ability to make judgements involving facts or situations</li> <li>Ability to investigate issues</li> <li>Organisational skills, ability to prioritise</li> <li>Organisational skills, ability to prioritise and meet deadlines</li> <li>Ability to prioritise own workload</li> <li>Ability to work independently as well as within a team</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>

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<b>Values &amp; Behaviours</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal communication skills</li><li>• A pleasant and courteous manner</li><li>• Ability to use initiative</li><li>• Empathy, Tact and Diplomacy</li><li>• Enthusiastic, flexible and have a positive attitude</li></ul>		<ul style="list-style-type: none"><li>• Interview</li></ul>
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