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## **JOB DESCRIPTION**

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**DATE: March 2022**

**REF NO: 00727**

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### **JOB DETAILS**

**JOB TITLE:** SEXUAL HEALTH RECEPTIONIST

**BAND:** 2

**HOURS:** PART TIME

**DEPARTMENT:** INTEGRATED SEXUAL HEALTH SERVICE

**LOCATION:** SHROPSHIRE

**REPORTS TO:** HUB AND SPOKE CO-ORDINATOR

**ACCOUNTABLE TO:** SINGLE POINT OF ACCESS SERVICE MANAGER

**RESPONSIBLE FOR:**

Providing and maintaining high quality service user focused access to the Integrated Sexual Health Service via customer service and support, across all service clinical venues in a confidential and non-judgemental way.

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### **WORKING RELATIONSHIPS**

**INTERNAL:** ISH Service staff and managers

**EXTERNAL:** Service users, carers and visitors

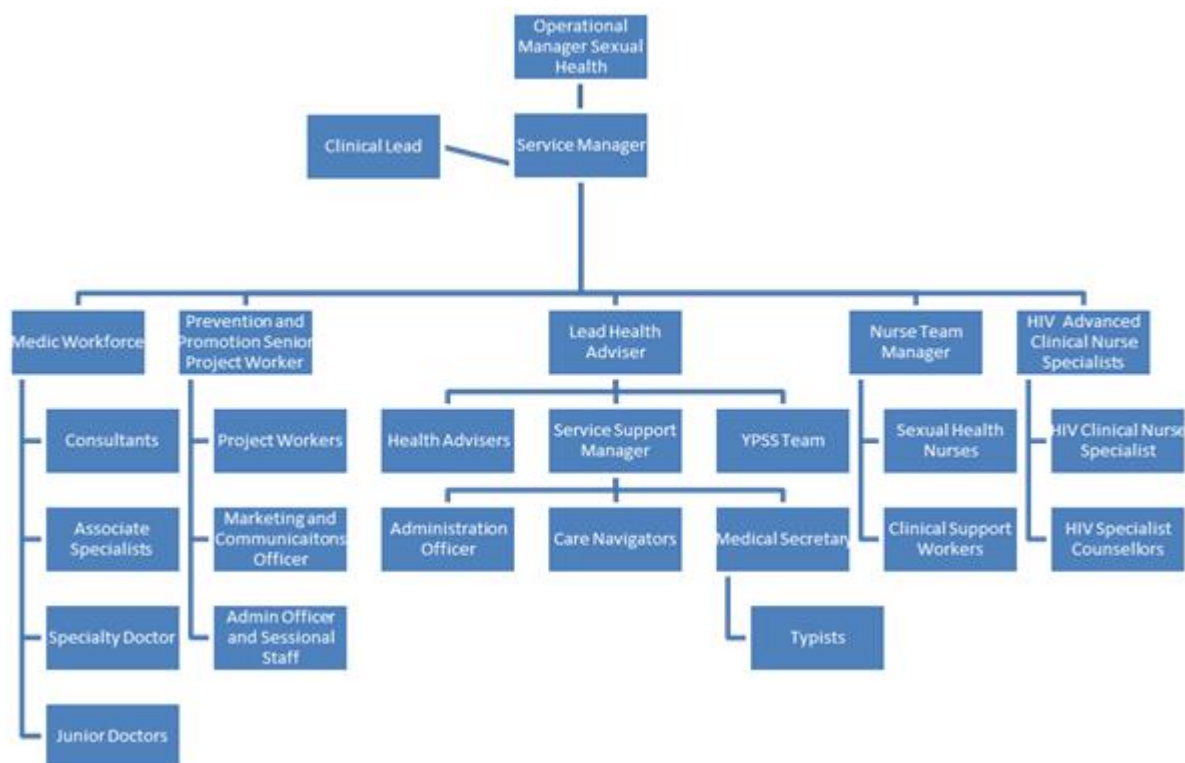
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### **JOB PURPOSE.**

To support service users to access all aspects of the provision available from the Integrated Sexual Health Service

To provide support to the Customer Services Supervisor regarding customer service for service users.

## ORGANISATIONAL STRUCTURE



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## KEY RESPONSIBILITIES

### *Main duties and responsibilities*

- Providing a full range of customer service duties
  - To provide a first point of contact for all service users and carers, via:
    - Meet and greet service users and supporting their access to the self-managed care options
    - Providing a telephone service to all service users, book appointments using the Inform EPR system and signposting to other spokes and services
    - Taking other phone calls, as appropriate, accurately recording messages and ensuring they are passed on appropriately
  - To support the clinical provision of care at spoke clinics by assisting, upon request by the ISH clinical team
- To be courteous, friendly and having a helpful manner to all service users.
- To provide efficient record keeping both electronic and written in accordance with Trust policies
- To input data onto, or to cleanse data from, the Inform system or any other system as required.
- To communicate with all disciplines regarding sensitive and confidential information provided by the service
- Maintain patient/client records in accordance with Information Management policies, updating/amending demographics and clinic details on the Inform system where necessary. Paper clinical records may need to be prepared, retrieved and filed for some services. Ensure compliance on filing, retention and destruction, including scanning and archiving as appropriate
- To provide cover for colleagues across all clinics in the event of absences.
- To support the closure of clinical venues (with nursing staff), if working at a clinic location as necessary

- To provide general administrative support to the ISH Service as directed by the Service Support Manager

*Systems and equipment*

- Microsoft Office software or similar
- Desktop computer
- Inform electronic patient record system

*Decisions and judgements*

- Ability to work independently with minimal supervision
- Being a first point of contact for all service users and carers

*Communication and relationships*

- Provides and receives complex information from service users
- Telephone contact with service users

*Physical demands of the job*

- Excellent keyboard and accuracy skills required
- Providing 'meet & greet' front of house provision

*Most challenging/difficult parts of the job*

- Interruptions from service users
- Unpredictable patterns of work

## **JOB STATEMENT**

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in PDC / appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.

<b>Dignity at Work Statement</b>
Midlands Partnership NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.
<b>Safeguarding Children and Vulnerable Adults</b>
All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## PERSON SPECIFICATION

<b>JOB TITLE:</b> <b>Sexual Health Receptionist</b>	
<b>DEPARTMENT:</b> <b>INTEGRATED SEXUAL HEALTH SERVICE</b>	<b>BAND:</b> <b>2</b>

\*Assessed by: A = Application    I = Interview    R = References    T = Testing

<b>ESSENTIAL CRITERIA</b>	<b>*</b>	<b>DESIRABLE CRITERIA</b>	<b>*</b>
<b>QUALIFICATIONS &amp; TRAINING</b>			
<ul style="list-style-type: none"> <li>GCSE English and Maths grade C or above or equivalent experience</li> <li>NVQ Level 2 in Customer Service or equivalent qualification or equivalent knowledge gained through relevant experience</li> <li>Demonstrate a commitment to further training and development commensurate with the grade</li> </ul>	A/I	<ul style="list-style-type: none"> <li>IT qualification equivalent, i.e. ECDL/CLAIT or equivalent work experience to the competency level of ECDL</li> </ul>	A/I
<b>EXPERIENCE</b>			
<ul style="list-style-type: none"> <li>Experience of using computer based information systems in an office environment</li> <li>Ability and experience of using IT systems including Microsoft Office and Outlook and have accurate and competent keyboard skills</li> <li>Previous experience of working with the public both on a face to face basis and over the telephone</li> </ul>	A/I/R		

<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
<ul style="list-style-type: none"> <li>Knowledge of office policies, procedures and practices</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Knowledge of Health or Social Care</li> </ul>	A/I
<b>PERSONAL ATTRIBUTES</b>			
<ul style="list-style-type: none"> <li>IT Skills</li> <li>Able to respond to change at short notice</li> <li>Commitment to excellent customer service and achievement of high quality service</li> <li>Good written and oral communication skills with internal and external partners including members of the public</li> <li>Demonstrate accuracy in all areas of work</li> <li>Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines</li> <li>Able to travel within a geographical location to meet the requirements of the post</li> <li>Commitment to confidentiality, equal opportunities and anti-discriminatory practice and to work with a diverse customer base</li> </ul>	A/I		

<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>