

Job Description

Job Title:	Cardiology Receptionist/Administrator (Cardiac Investigation Unit / Cardiac Suite)
Base:	Salisbury District Hospital
Band:	Band 2
Reporting to:	Cardiovascular Operations Manager
Working hours	Full time & Part time options - Flexible working (on site).

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services.
respond to the changing needs of our communities

Main Purpose of the Job

- To provide an excellent reception and administration service within the Cardiology Departments including Cardiac Investigation Unit and the Cardiac Suite.
- Welcoming patients into the department, recording attendance and departure on Lorenzo (Electronic Patient Record).
- Greet all patients and visitors when they enter the department, establish which area they are to be seen in and redirect as appropriate.
- To deal with telephone inquiries in a polite, helpful and courteous manner whilst making sure that patient confidentiality is maintained.
- To assist in the administrators in managing referrals and bookings.
- To work independently, prioritising and managing own workload quickly and

accurately, responding to the needs of the departments in Cardiology.

Main Responsibilities and Duties

- Maintain the confidentiality of all electronic and non-electronic data are stored in line with the Data Protection Act
- Undertake reception and administration duties in accordance with the needs of the department and act as the main liaison point for any queries. To ensure that only a professional and respectful service is given.
- To ensure patients arriving for day case procedures or investigations are checked in and admitted, as well as discharged daily.
- To use initiative in organisation, administration, and communication to minimise demands on the department.
- To work directly with clinical and non-clinical staff in CIU /Cardiac Suite staff and other multidisciplinary professionals.
- To maintain a good working relationship with GPs and other healthcare professionals, both within the Trust and external. This includes ensuring results and correspondence are distributed within Trust deadlines and dealing with telephone enquiries in a professional manner.
- To ensure a helpful and sympathetic attitude towards patients, their relations, and carers.
- To make, amend, and cancel all appointments within CIU/Cardiac Suite.
- To deal with frequent and unpredictable patient enquiries, evaluate what is needed to resolve the issue and offer non-clinical advice as required. Alternatively, to obtain the necessary information for the relevant clinician or department to be contacted. Signposting to secretarial teams and escalating to managers when appropriate
- To liaise with Medical Records for the timely availability of medical notes and to track appropriately.
- Preparation and running of the daily clinics which are held within the Cardiology department, including diagnostics and walk in appointments.
- To scan paper records for upload to Lorenzo (EPR).
- Using Philips CVIS (Tomcat). To assist with bookings and receiving in patients to the department where necessary. To provide training and support to other users of the system.
- To always maintain patient confidentiality. To deal with sensitive information. To undertake mandatory training including updates in information governance.
- Ensure that the working area and patient waiting area is kept tidy at all times and if necessary report any spillage etc. to the appropriate Nursing or domestic staff as soon as possible

- To maintain patient safety through rigorous and consistent compliance with Trust policies for infection control, including hand hygiene. To undertake mandatory training including updates in infection control.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities. To follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training including updates in safeguarding children.
- To follow Trust policies in relation to safeguarding adults and work with other agencies to protect all adults from abuse at any time.
- To respect and value the diversity of our patients, their relatives, their carers, and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care and strive to make best use of talents and experience from our diverse workforce.
- To be involved in personal development through annual appraisal.
- To be responsible for completion of mandatory training.

KEY RELATIONSHIPS

Internal:

All categories of patient within the Trust, both in- and outpatients and emergencies; this includes paediatrics (including neonates), medical, surgical, and elderly care patients
Medical personnel including Consultants, Junior Doctors, Nurses, other Allied Health Professionals, Healthcare Scientists, Admin staff, Porters, and Management staff

External:

General public, patients' relatives, medical representatives



Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description, but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



Person Specification

Job Title:	Cardiac Investigation Unit and Cardiac Suite Receptionist/Administrator
Base:	Salisbury District Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	GCSE English Language (grade C or above) ECDL or equivalent computer literacy with experience of word processing, databases, spreadsheets, presentations, and email	Typing or touch-typing skills, excellent computer skills. NVQ in Administration.
Experience	Administration and reception experience in a busy, customer-focused environment	Clerical/office administration experience within a healthcare environment
Knowledge and Skills	Excellent telephone manner Excellent customer care skills Ability to work autonomously, coordinate and prioritise Ability to problem solve and cope under pressure. Ability to liaise with other staff and departments Ability to work as a team in a multidisciplinary environment. Understanding of the need for confidentiality	
Other Job-Related Requirements	Good attendance record in previous posts	



Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety are paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.



Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory “duty of candour”. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust’s Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

Seasonal Respiratory Vaccinations

We continue to encourage and support our staff to participate in the seasonal respiratory vaccination programme in order to protect themselves, colleagues and their patients.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.



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COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

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