

JOB DESCRIPTION

JOB TITLE:	OP Receptionist in Trauma & Orthopaedics
BAND:	2
SALARY:	£22,383 per annum
HOURS:	37.5
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	Orthopaedic & Fracture Clinic
SPECIALTY/DIVISION:	Surgical
RESPONSIBLE TO:	Orthopaedic OP Manager

JOB SUMMARY:

To provide an appropriate “front of house” service to all patients who are undergoing consultation/treatment in the Orthopaedic & Fracture Clinic.

To contribute to a full comprehensive reception and clerical service in support of the professional staff involved in patient care.

MAIN DUTIES & RESPONSIBILITIES:

1. Receive patients and relatives at reception in a friendly and courteous manner.
2. Answer telephone enquiries as needed, taking and relaying messages in a polite and helpful manner; taking action as appropriate.
3. To maintain patient details/appointments efficiently on the patient administration system (Millennium). This will include the registration of patient referral letters, booking and “caching” of appointments, answering emails, answering the telephone to staff and patients and basic template changes.
4. To ensure all patients are advised of a follow-up appointment with reasonable notice or after negotiation with the patient.
5. To re-book transport for patients after their clinic appointment has finished.

6. To cancel and rebook follow-up patients on clinics as directed by Senior Out-patient staff.
7. To maintain an efficient system for the tracing of health records.
8. Be aware of and assist in the maintenance of Trust quality targets in connection with out-patient waiting times.
9. To carry out other clerical duties as required. This will include answering patient emails, scanning and booking referrals for Fracture Clinic appointments, the opening and dealing with post.
10. To liaise with Nurses, Doctors, GP's and other members of the Department team to provide a quality service for the patients.
11. Where appropriate may be responsible for requesting stationery and other office supplies.
12. To perform other duties as directed by the Manager in accordance with the needs of the Department and Trust.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (1998) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people
- 2) Involve patients and carers in their care and with the hospital

- 3) Seek out and use patient and carer feedback in all services. Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

STRUCTURE CHART

Orthopaedic Outpatient Manager

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Orthopaedic/Fracture Clinic Receptionist

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ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	To be educated to O Level/GCSE level Good IT skills	NVQ Level 2- 4
Knowledge & Experience	Previous experience of working in the NHS or similar health care setting (patient/customer focused environment). Clerical/Admin experience.	Using Millennium
Values	Values and respects others, treats everyone as an individual, is non-judgemental Motivated to be genuinely kind and caring Helps and co-operates with colleagues Pro-active and takes responsibility Willing to learn, open to change Motivated to make a difference in whatever way they can Takes pride in themselves, their appearance, their role and where they work.	
Specific Skills	Basic Keyboard skills Ability to do basic functions of Microsoft Office – Word, Excel, Outlook etc. The ability to communicate effectively.	European Computer Driving Licence (ECDL) Level 1

	<p>Good customer care skills – able to put patient at ease and deal with them in a professional and positive way</p> <p>The ability to work well under pressure and meet deadlines.</p> <p>Organised, efficient and accurate in the processing of clerical work.</p> <p>The ability to work efficiently as part of a team.</p> <p>The ability to prioritise own workload.</p> <p>Able to act on own initiative and understand limitations of own role and knowledge.</p>	
Physical Skills & Emotional Effort	<p>Physical Skills Post is frontline with occasional assistance required to push patients in wheelchairs.</p> <p>Emotional effort & Key stressors Dealing with patients who are upset and angry either at the front desk or when answering the department telephones. Training is given to deal with conflict.</p> <p>Recognising patients that have particular needs when entering a Department that can make the attendance in a busy clinical area very challenging. Training is given to support this.</p>	

Requirements due to Working Environment	<p>Working at a PC for a significant part of the working day</p> <p>Consulting clinical staff in other areas of the clinic</p> <p>Willing to learn new systems</p> <p>To make clinical staff aware if patients need medical assistance in clinic – patients can feel unwell in the reception area after treatment.</p>	
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