

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Receptionist
Grade/Band:	3
Department:	E & N SBU
Responsible to:	Site Manager
Accountable to:	Service Manager
Base:	Cygnets House

Hertfordshire Partnerships University Foundation Trust



- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

To work as part of a Team and to be responsible for the administration of outpatient clinics, liaising with doctors, service users and professional staff on an ongoing basis. Duties include responsibility for managing outpatient appointments on the Electronic Patient Records (Paris) as per the Booking & Choice Policy; Inputting all relevant clinical data. registering of patient details and continuous updating of patient records, booking all new and follow up clinic appointments and liaising closely with the team. To maintain a small switchboard and transfer calls throughout the unit; dealing with visitors to the Unit; distributing incoming mail and managing the outgoing mail; logging faults with Estates, ordering items via Procurement and ensuring that the reception area is kept tidy.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships:

The post holder will work closely with the teams based at Oxford House in addition to all visiting HPFT staff and other key stakeholders from outside the organisation.

- To use a range of communication skills to develop effective relationships with visitors, teams and colleagues; facilitating effective and timely communication.
- To maintain a confidential approach to all work in relation to sensitive information regarding service users and carers, in person or on the telephone. This will require the use of persuasive, re-assuring, empathic and counselling skills.
- To use developed communication skills with service users where there may be barriers to understanding, and at times to give disappointing information to service users e.g. cancelling appointments

Duties and Responsibilities:

- Responsible for the smooth running of the Outpatient Clinics, generate correspondence to service users and ensure that all service users have follow-up appointments, if appropriate.
- To ensure accurate data registered on EPR (Paris); to produce data for audits.

- Responsible for ensuring that all visitors to the unit and all telephone calls are dealt with promptly and in a professional manner; bearing in mind the need for confidentiality and the requirement to promote the Trust's corporate image.
- Demonstrate a positive customer care approach.
- To sort and issue incoming post, process outgoing mail.
- Responsible for logging faults with Estates
- To oversee the room booking system within Unit.
- Responsible for reception area ensuring notice boards and leaflets are up to date with relevant information.
- To administrate Appointeeship monies
- To update skills as necessary and attend mandatory training.

Financial Responsibility

- To order non-stock requisitions, researching equipment/products if necessary. To order stock items.
- To deal with client appointeeship when they visit the unit.

Communications

- To use a range of communication skills to develop effective relationships with visitors, teams and colleagues; facilitating effective and timely communication.
- To maintain a confidential approach to all work in relation to sensitive information regarding service users and carers, in person or on the telephone. This will require the use of persuasive, re-assuring, empathic and counselling skills.
- To use developed communication skills with service users where there may be barriers to understanding, and at times to give disappointing information to service users e.g. cancelling appointments

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

