

Job Description and Person Specification Community Paediatrics Receptionist Band 2

About Sirona

Sirona care & health is a Community Interest Company committed to providing local communities with a range of high quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

Summary about the Service

Community Paediatricians are specialist children's doctors who have a particular expertise in the management of children with long term health problems which may have an impact on other areas of their life.

The purpose of the service is to undertake the assessment and treatment of children with developmental problems such as delayed milestones, learning disabilities, Autism, Cerebral Palsy, and Attention Deficit Hyperactivity Disorder (ADHD).

We see Children in Care for their regular health check and we also see children for whom there are child protection concerns. We provide support to vulnerable children and their families, liaising with other professionals involved as appropriate. We also provide reports for children who require an Education, Health and Care Plan (EHCP) (formally part of the School Statementing Process). We also contribute to the process that takes place when a child dies unexpectedly.

We provide an individual service to each child and their family and as well as treating their medical problems, we work closely with colleagues in other parts of the health service as well as those in social and education services to ensure that children's needs are met.

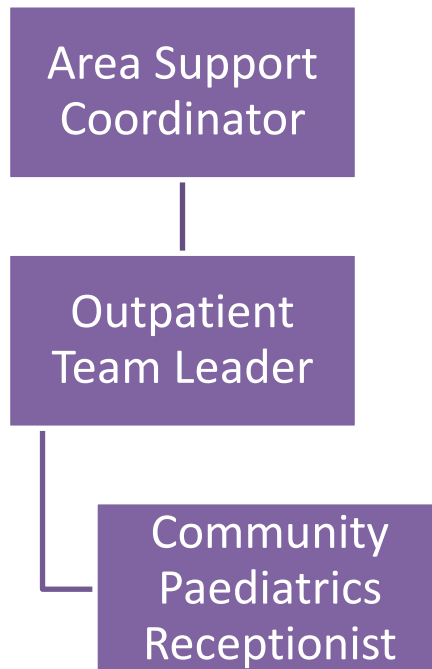
Job Purpose

You will be the first point of contact for Service Users, Parents, Carers and Professionals within your role as receptionist and administration to the South Gloucestershire Community Children's Health Care Partnership. The service provides care for children and young people aged 0 – 18 and consists of Community Paediatrics, Child and Adolescent Mental Health, Occupational Therapy, Speech and Language Therapy, Physiotherapy, Health Visitors and School Health Nursing. The role will also support Social Care teams based in the Hubs.

Key Responsibilities

- To provide reception service in a busy community children's hub
- To welcome and assist patients and visitors on arrival to the Hub and inform appropriate staff.
- To liaise over the telephone and face to face with the [public](#), GP's, Health Visitors, Social Services, Special Schools, School Health Nurses, Police, Education and other internal professional and administrative staff.
- To ensure messages are taken clearly and concisely and passed to relevant member of staff
- To record and distribute letters and prescriptions to parents/carers
- To liaise with Doctors, Therapists and secretarial staff regarding clinics
- To provide a comprehensive clerical service, photocopying, filing etc.
- To be responsible for sorting, date stamping, scanning and distributing the mail on a daily basis. To send out post in a timely manner.
- To receive telephone calls from patients/carers wishing to negotiate or change their appointment time and direct them accordingly.
- To book meeting rooms for different services.
- To be an effective team member, raising any concerns or queries to the attention of the Team Leader/Supervisor a timely manner.
- To understand and maintain a high standard of confidentiality adhering to the Data Protection Policy
- To be fully aware of the implications of the Health and Safety at Work Act and the associated policies
- Such other duties appropriate to the grade and the needs of the department, as agreed between the post holder and the Line Manager from time to time
- Undergo training as and when requested

Team Structure Diagram



Skills, Experience and Knowledge Required

Essential:

- Ability to use initiative within clear boundaries, seeking advice from supervisor and/or senior members of staff whenever necessary
- Ability to prioritise and organise own work and to work without direct supervision
- Ability to promote good working relationships with the Clinicians and Medical Secretaries.
- Good interpersonal and communication skills with the ability to liaise confidently and professionally face to face and over the telephone with a variety of people
- Effective team worker providing cover for colleagues in times of absence and annual leave.
- Flexible and adaptable approach to work within the CCHP across both Kingwood and Patchway sites.
- Willingness to undertake further training and development
- Attention to detail when typing, filing and inputting data on computer data base
- Accurate transfer of information when taking messages
- Ability to remain calm under pressure.
- Good level of IT literacy

- Experience of working in an office environment dealing with correspondence, filing, photocopying and routine clerical work.
- Familiar in the use of Microsoft Packages (Word, Excel, Access) and Outlook Email.
- Diary management.
- Own transport essential in order to travel

Desirable:

- Previous Receptionist experience

Qualifications and Training Required

Essential:

- Qualification in Business Administration or relevant experience

Desirable:

- Knowledge and experience of EMIS desirable
- Awareness of policies and procedures regarding Confidentiality and Data Protection and ensure these are adhered to with regard to patient records and information requested over the telephone.
- Ability to type at RSA I/II
- Experience of Child and Young People's language and services.

Any specific considerations relevant to this role

This role will also involve cross covering in other areas. You will be asked to help cover other clinics during holiday periods and sickness and be prepared to travel to other bases.

Additional Information

The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; these are the experiences we want everyone to have throughout their employment with us.

Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.

Sirona Values

- We provide care to the standard we expect for ourselves and our families
- We offer a high quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs
- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

Taking it Personally

Taking it Personally sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona values are upheld at all times.

Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do
- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

Making Every Contact Count (MECC)

Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. As part of MECC staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes. MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:

- Stop smoking
- Alcohol intake and staying within the recommended limits

- Healthy eating
- Physical activity
- Keeping a healthy weight
- Improving health and wellbeing

Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and procedures, acting promptly on concerns, and sharing information appropriately. We are committed to safe recruitment practice and all appointments are subject to satisfactory clearance appropriate to the post.

Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility.

Compliance with all infection control policies, procedures and guidelines will form an integral part of practice for all staff.

All staff will be responsible for familiarising themselves with the Infection control policies and guidelines on the Intranet site.

Staff must keep up to date with new policies and guidelines and the subsequent implementation in practice.

Staff must seek support and advice from the Infection Prevention and Control Team in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance in the policies is not applicable.