

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Trelawney Theatres receptionist

Band: 2

Directorate: Theatres, Anaesthetics and Critical Care

Location: Royal Cornwall Hospital, Truro

2. JOB PURPOSE

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To be the first point of contact within the department by greeting and receiving patients, carers and visitors at reception in line with Trust procedures.

To provide an efficient reception service to all patients and visitors coming into the theatre department, demonstrating good communication skills.

Answer the telephone in accordance with Department procedure.

To understand the complete range of administration functions, responsibilities, and duties both routine and non-routine to contribute to the effective delivery of patient care, through knowledge of hospital systems and consultant practice.

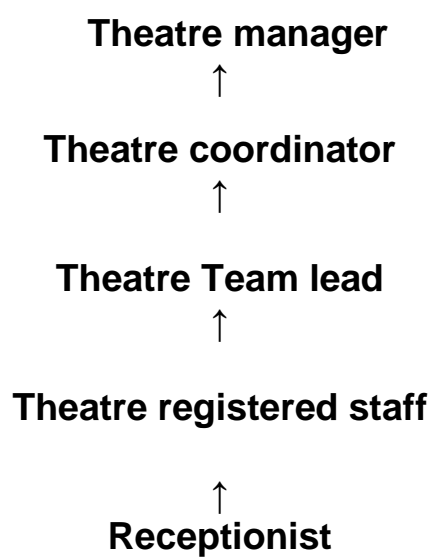
To understand the complete range of administration functions, responsibilities and duties both routine and non-routine to contribute to the effective delivery of patient care, through knowledge of hospital systems and consultant practice.

Undertake training and be able to order according to need on Unit four. Add patients onto and remove as necessary patients on the Galaxy systems if not already trained.

3. DIMENSIONS

Not applicable

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- To be the point of contact for staff, patients and visitors when entering the theatre department.
- To work in a timely manner with attention to detail
- Knowledge of Unit four and Galaxy system
- Knowledge of healthcare IT systems
- Excellent communication skills
- Ability to work well as part of a large multidisciplinary team
- Motivated and proactive
- Able to remain calm under pressure and deal with changes to the workload/day
- To ensure patient confidentiality is maintained at all times, in accordance with Trust policy.

6. KEY RESULT AREAS

- To greet, receive and direct patients, carers and visitors at reception desks in line with the Trust procedures.
- To report any equipment which is faulty or in need of repair on the reporting system.
- Maintain security of the department by checking in visitors and checking out once leaving the department.
- Carry out any other duties as delegated by the registered practitioner for which is within the scope of the receptionist role and deemed competent.
- Maintain up to date mandatory training
- Take part in the annual personal review process
- Update self on changes to policy and working practices by taking part in the morning huddle, unit meetings and any relevant training sessions.

7. COMMUNICATIONS & WORKING RELATIONSHIPS

- To answer and respond to telephone calls in accordance with Trust policy and in an appropriate manner. Telephone calls will involve contact with patients, carers and health professionals. Ability to deal with distressing and emotional telephone calls from patients, their families and visitors.
- Able to handle information relating to patients and the operating theatre securely including recording, storing and sharing in line with trust policy.
- To liaise with colleagues and staff from other departments as appropriate to ensure the efficient and smooth running of the department.
- To sort, distribute and prioritise internal/external post, including communication by e-mail.
- To maintain good communication and relationships with patients, clinicians, and company representatives. To communicate information to patients that may require a sensitive, understanding manner. Frequent barriers to understanding when dealing with elderly patients and patients with learning disabilities.
- To dispose of confidential information in line with Trust policy.

8. MOST CHALLENGING PART OF THE JOB

- Ability to overcome any problems that may arise within reception area, acting promptly and help to ensure the service runs smoothly.
- Ability to deal with patients and visitors in a professional manner when put into a stressful situation.
- Maintain a smooth-running reception area while dealing with the multitude of tasks expected of a receptionist.
- Occasionally exposed to and involved in distressing situations.
- Ability to deal with patients/carers with diplomacy and empathy.

9. OTHER

- The post-holder must comply with all RCHT Policies and Procedures.
- Ability to safely check the specimen trolley daily ensuring the accurate documentation and timely dispatch to the laboratory under the direction of registered practitioners.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Please note:
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: Endoscopy Receptionist

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	Good level of general education, including English and mathematics	Administrative qualification, eg ECDL.	Qualifications
EXPERIENCE	Previous administrative experience	Previous NHS experience Knowledge of Galaxy/ UNIT4	Application form Interview References
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Proven communication skills. Ability to prioritise and manage own workload. Good computer keyboard skills. Good customer care skills		Application form Interview References
DISPOSITION / ADJUSTMENT/ ATTITUDE	Calm disposition. Accurate and methodical giving attention to detail.		Application form Interview References
TRAINING	Mandatory training		

ADDITIONAL CIRCUMSTANCES	<p>A Disclosure and Barring Service check satisfactory to the organisation.</p> <p>Ability to undertake duties.</p> <p>Occupational Health Clearance.</p> <p>Post-holder must comply with professional code of conduct and / or code of conduct for NHS managers where applicable.</p>		<p>DBS Clearance</p> <p>OH Clearance</p>
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