

## JOB DESCRIPTION

### JOB DETAILS:

|                  |  |
|------------------|--|
| Job Title:       | Unit Receptionist  |
| Band:            | Band 2   |
| Directorate:     | Families   |
| Department:      | Paediatrics  |
| Base:            | Musgrove Park Hospital Children's Unit                                       |
| Responsible for: | Providing reception cover within the Children's Unit, Musgrove Park Hospital |
| Responsible to:  | Clinical Service Manager   |

### Job Purpose:

This is an exciting role front of house, working closely with clinical colleagues to ensure our patients receive the highest standard of care.

The role requires someone who has a great level of attention to detail and good organisational skills for managing in a busy environment. Excellent communication and customer service skills are essential for dealing with colleagues, patients and families.

The post holder will be required to admit/discharge and transfer patients, answer telephone enquiries, create appointments and arrange transport for patients. The post holder will be responsible for ensuring the reception area is tidy & well organised and that office supplies and stationary are ordered and kept stocked up.

The needs of the service user will be the utmost priority. The principle of high quality customer care is at the heart of this role.

## **Duties and Responsibilities**

|   |
|---|
| <b>Communication and Key Working Relationships</b>  |
| <ul style="list-style-type: none"><li>• Communicate with patients, colleagues, internal and external contacts in a courteous, professional and timely manner at all times by various methods ie telephone, written, face to face.</li><li>• To exchange factual information using tact, reassurance, empathy and acknowledge barriers in understanding.</li><li>• To maintain strict confidentiality within the department at all times.</li></ul>  |
| <b>Planning and Organisation</b>  |
| <ul style="list-style-type: none"><li>• Prioritise own work efficiently and effectively to ensure Trust targets are met.</li><li>• Request patient notes for admission elective and emergency ensuring correct documentation is available.</li><li>• To facilitate safe patient admission and discharge process, this will include making and requesting appointments and organising transport if needed.</li></ul>   |
| <b>Analytics</b>  |
| <ul style="list-style-type: none"><li>• Make judgement when dealing with enquires, to resolve problems for patients and staff.</li></ul>  |
| <b>Responsibility for Patient / Client Care, Treatment &amp; Therapy</b>  |
| <ul style="list-style-type: none"><li>• Responsible for answering the door intercom to allow patients entry onto the unit and to allow patients to leave when necessary. To check the validity of any person wearing a name badge who wishes to gain access to the Unit.</li><li>• Using experience and acquired knowledge ensures patients are cared for in a professional manner during their hospital inpatient stay.</li><li>• Flexible and adaptable to meet the changing needs of the service.</li></ul>  |
| <b>Policy, Service, Research &amp; Development Responsibility</b>   |
| <ul style="list-style-type: none"><li>• Be responsible for updating own knowledge as and when necessary.</li><li>• Follow relevant Trust Policies.</li></ul>  |
| <b>Responsibility for Finance, Equipment &amp; Other Resources</b>  |
| <ul style="list-style-type: none"><li>• To support with stock control for the Unit.</li></ul>   |
| <b>Responsibility for Supervision, Leadership &amp; Management</b>  |
| <ul style="list-style-type: none"><li>• To act as a positive role model and lead by example.</li><li>• To act in accordance with workplace legislation/requirements including Health and Safety, Equality and Diversity, and Data Protection.</li><li>• To help with induction of new staff working as part of a team to ensure a positive induction.</li></ul>   |
| <b>Information Resources &amp; Administrative Duties</b>  |
| <ul style="list-style-type: none"><li>• To maintain in Maxims the bed state keeping information up-to-date.</li><li>• To admit, transfer and discharge patients using Maxims.</li><li>• Request and trace patient's notes checking any requests from other departments.</li><li>• Make and request appointments as required.</li><li>• To input elective admissions onto Maxims ensuring notes have been requested in a timely manner.</li><li>• Have information readily available for Anesthetists on their ward round for theatre slots and times.</li></ul> |



- To deal with telephone calls and enquiries promptly, sensitively and efficiently, providing an immediate response and referring as necessary. To understand and respect the sensitive nature of calls and to maintain strict confidentiality of information within the department at all times.
- Scan documents and email internally and externally.
- To have a flexible approach in covering the Unit during annual leave and sickness.
- Under the direction of the sister in charge deliver items to Pharmacy and Pathology and retrieve any urgent notes within the Trust.
- To ensure adequate supply of stationery on the Unit which will require using a photocopier.
- To carry out a notes audit quarterly.
- To use Outlook and manage email requests in a timely manner.
- Printing documents in Epro which facilitate a patient's admission.

#### **Any Other Specific Tasks Required**

- To provide cover to all areas of the Unit as required including Oak, Acorn and PAU. This will include working weekdays and weekends and bank holidays to cover the service.
- To work flexibly and to embrace the need to cover other departments as and when needed.



## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.



### **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

### **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

### **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

### **Review of Job Description**

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



### Person Specification

| Requirement  | Essential / Desirable | How Assessed                 |
|--|-----------------------|------------------------------|
| <b><u>QUALIFICATIONS &amp; TRAINING</u></b> <ul style="list-style-type: none"> <li>• Good standard of general education.</li> <li>• Must be able to communicate in English both written and verbally.</li> <li>• ECDL or equivalent is desirable.</li> </ul>   | E<br>E<br>D           | Interview & application form |
| <b><u>KNOWLEDGE</u></b> <ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Word desirable but training can be given.</li> <li>• Basic keyboard skills.</li> <li>• Basic knowledge of NHS Legislation to include Health &amp; Safety, Infection Control, Manual Handling and Confidentiality and Data Protection Act.</li> </ul> | D<br>E<br>D           | Application form             |
| <b><u>EXPERIENCE</u></b> <ul style="list-style-type: none"> <li>• Previous NHS receptionist experience desirable but full training will be given.</li> </ul>   | D                     | Application form             |
| <b><u>SKILLS &amp; ABILITIES</u></b> <ul style="list-style-type: none"> <li>• Good communication skills on the telephone, via email, face to face and written correspondence.</li> <li>• Professional and responsible approach at all time.</li> </ul>   | E<br>E                | Interview                    |
| <b><u>COMMUNICATION SKILLS</u></b> <ul style="list-style-type: none"> <li>• Able to demonstrate a good standard of English language</li> <li>• Good analytical and judgemental skills with ability to prioritise</li> </ul>  | E<br>E                | Interview                    |
| <b><u>PLANNING &amp; ORGANISING SKILLS</u></b> <ul style="list-style-type: none"> <li>• Ability to multi-task.</li> <li>• To ensure deadlines are met by organising your working day and dealing and prioritising your workload.</li> </ul>  | E<br>E                |                              |
| <b><u>PHYSICAL SKILLS</u></b> <ul style="list-style-type: none"> <li>• Able to cope in a busy environment.</li> <li>• To be able to work in, at times, a very hot unit.</li> <li>• Physically able to lift notes and deliver across all departments in the Hospital.</li> </ul>  | E<br>E<br>E           |                              |
| <b><u>OTHER</u></b> <ul style="list-style-type: none"> <li>• Willingness to use technology to improve standards of care and support to our patients</li> <li>• Proven experience of successfully working in a team environment.</li> <li>• Show initiative but also able to follow instruction as required.</li> </ul>                               | E                     |                              |
| <b>SUPPORTING BEHAVIOURS</b> <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.</p> <ul style="list-style-type: none"> <li>• Kindness</li> <li>• Respect</li> <li>• Teamwork</li> </ul>   |                       |                              |



## SUPPLEMENTARY INFORMATION

| Physical Effort   | Yes | No | If yes – Specify details here - including duration and frequency  |
|---|-----|----|---|
| Working in uncomfortable / unpleasant physical conditions                             | x   |    | During Summer months and high temperature the Children's Unit can be uncomfortably hot.   |
| Working in physically cramped conditions  |     | X  |   |
| Lifting weights, equipment or patients with mechanical aids                           |     | X  |   |
| Lifting or weights / equipment without mechanical aids                                |     | X  |   |
| Moving patients without mechanical aids   |     | X  |   |
| Making repetitive movements   |     | X  |   |
| Climbing or crawling  |     | X  |   |
| Manipulating objects  |     | X  |   |
| Manual digging  |     | X  |   |
| Running   |     | X  |   |
| Standing / sitting with limited scope for movements for long periods of time          |     | X  |   |
| Kneeling, crouching, twisting, bending or stretching                                  | x   |    | To move notes a certain amount of lifting and bending is required. Staff need to be up-to-date with manual handling and put this into practice.   |
| Standing / walking for substantial periods of time                                    |     | X  |   |
| Heavy duty cleaning   |     | X  |   |
| Pushing / pulling trolleys or similar   |     | X  |   |
| Working at heights  |     | X  |   |
| Restraint ie: jobs requiring training / certification in physical interventions       |     | X  |   |
| Mental Effort   | Yes | No | If yes - Specify details here - including duration and frequency  |
| Interruptions and the requirement to change from one task to another ( give examples) | x   |    | Covering a busy ward successfully you need to have a flexible approach to ensure that the needs of the Unit are met.<br>Flexible approach to covering the Unit, telephone queries that need to be dealt with in a timely manner |
| Carry out formal student / trainee assessments  |     |    |   |
| Carry out clinical / social care interventions  |     | X  |   |



|   |            |           |   |
|---|------------|-----------|---|
| Analyse statistics  |            | X         |   |
| Operate equipment / machinery   | x          |           | Photocopier, labels machine, wristband printer and laminator.   |
| Give evidence in a court / tribunal / formal hearings                               |            | X         |   |
| Attend meetings (describe role)   | x          |           | Ward Receptionist Meetings and Team Meetings.   |
| Carry out screening tests / microscope work   |            | X         |   |
| Prepare detailed reports  |            | X         |   |
| Check documents   |            | X         |   |
| Drive a vehicle   |            | X         |   |
| Carry out calculations  |            | X         |   |
| Carry out clinical diagnosis  |            | X         |   |
| Carry out non-clinical fault finding  |            | X         |   |
| <b>Emotional Effort</b>   | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>   |
| Processing (eg: typing / transmitting) news of highly distressing events            |            | X         |   |
| Giving unwelcome news to patients / clients / carers / staff                        |            | X         |   |
| Caring for the terminally ill   |            | X         |   |
| Dealing with difficult situations / circumstances                                   | x          |           | Sympathetically be able to support parents after receiving sad news. To deal with grieving parents and siblings in times of great sadness.  |
| Designated to provide emotional support to front line staff                         |            | X         |   |
| Communicating life changing events  |            | X         |   |
| Dealing with people with challenging behaviour                                      | x          |           | At times the Unit looks after children with challenging mental problems.<br>Parents who are afraid for their child will need to be gently dealt with and shown kindness but also to be informative. |
| Arriving at the scene of a serious incident   |            |           |   |
| <b>Working conditions – does this post involve working in any of the following:</b> | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>   |
| Inclement weather   |            | X         |   |
| Excessive temperatures  |            | X         |   |
| Unpleasant smells or odours   |            | X         |   |
| Noxious fumes   |            | X         |   |

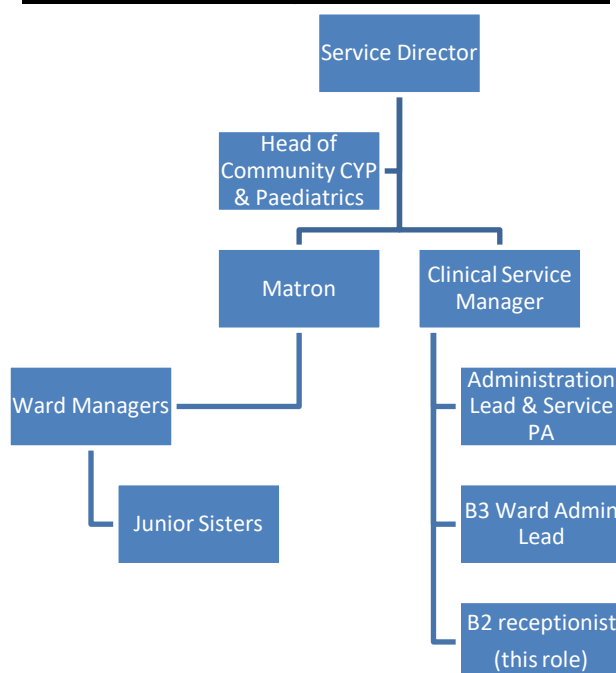




|   |   |   |   |
|---|---|---|---|
| Excessive noise &/or vibration                                      | x |   | Busy wards are always noisy.                    |
| Use of VDU more or less continuously                                | X |   | Ensure individual risk assessment is up to date |
| Unpleasant substances / non household waste                         |   | x |   |
| Infectious Material / Foul linen                                    |   | x |   |
| Body fluids, faeces, vomit  |   | x |   |
| Dust / Dirt   |   | x |   |
| Humidity  |   | x |   |
| Contaminated equipment or work areas                                |   | x |   |
| Driving / being driven in <b>Normal</b> situations                  |   | x |   |
| Driving / being driven in <b>Emergency</b> situations               |   | x |   |
| Fleas or Lice   |   | x |   |
| Exposure to dangerous chemicals / substances in / not in containers |   | x |   |
| Exposure to Aggressive Verbal behaviour                             |   | x |   |
| Exposure to Aggressive Physical behaviour                           |   | x |   |



## Department Organisational Chart



## Department Core Purpose

**PROFESSIONALISM** – We foster the development of public health professionals who will hold the highest ethical standards with competence, enthusiasm, respect, integrity, responsibility, accountability and a commitment to life-long learning.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### Job Profile Agreement

|  |               |       |  |
|--|---------------|-------|--|
| Agreed and Signed:                       | (Manager)     | Date: |  |
| Agreed and Signed:                       | (Post Holder) | Date: |  |
| Date Role Description is Effective From: |               |       |  |

