

TETBURY HOSPITAL TRUST LTD

JOB DESCRIPTION

- Title:** Receptionist/Health Records Administrator
- Grade :**
- Responsible to:** Reception Team Lead
- Accountable to:** Head of Information Technology & Administration
- Liases with:** Consultants, nurses, ODPs, ENPs, domestics, maintenance staff, secretaries, physiotherapists, bookings office staff, volunteers, delivery drivers, patients, relatives, carers

Job Summary:

The post holder will work as part of the support services team, ensuring the smooth day to day delivery of the receptionist role within the Trust – meeting and greeting visitors to the hospital answering the switchboard and transferring calls, photocopying, administration of all mail – incoming, outgoing internal and external and ordering stationery.

The post holder will be required to maintain effective and efficient systems for outpatient booking, healthcare record tracking, minor injuries registration, collation of data as required by the Trust and assisting in the preparation of notes or records for outpatient clinics

Principle Duties:

1 Patient/Public Contact

- 1.1 Welcome patients, relatives and visitors to the hospital and provide advice or guidance, information or assistance as appropriate.
- 1.2 To arrive patients onto the computer system, or register them if attending as a walk-in due to a minor injury
- 1.3 Deal with telephone enquiries from patients and relatives in a polite and professional manner ensuring that the information provided is accurate and compliant with patient confidentiality and data protection policies.
- 1.4 Remain composed and professional when faced with people displaying aggressive or violent behaviour.
- 1.5 Show empathy when dealing with emotionally distressed members of the public who may have received “bad news”, and be prepared to deal with this situation on a daily basis.
- 1.6 Receive information from department managers and relay to patients and visitors as appropriate.

- 1.7 Treat individuals in a non-judgemental, respectful manner, irrespective of race, disability, gender, age, religion, personal appearance, lifestyles or behaviour.
- 1.8 Be able to concentrate whilst working in a busy, potentially noisy, public area with frequent competition for your attention.

2 Out-patient Clinics

- 2.1 Prepare all relevant documentation for the clinics making sure that patient labels, new patient referrals, results etc. are available in the medical notes.
- 2.2 Responsible for the location of any 'missing' patient notes tracked to area working in/or held in department.
- 2.3 Ensure patient information is fully maintained on the relevant Patient Administration System i.e. patient marked as attended, follow-up appointments made etc. and that clinics are properly cashed up at the end of each clinic session.
- 2.4 Arrange for records to be returned to the secretaries after clinics or on discharge of patients ensuring all records are tracked appropriately.
- 2.5 Once notes are finished with the receptionist is responsible for sending back to appropriate health records storage and tracing accordingly.

3 Using Patient Information Management Systems

- 3.1 Update patient records and Registers ensuring that as much accurate patient data is recorded as possible.
- 3.2 Use communication skills to further question patients and relatives in order to obtain relevant and accurate information including all non-mandatory fields in databases.
- 3.3 Report all faults with Patient Administration System, or other equipment to the Senior Analytics & IT Officer

4 Training

- 4.1 Undertake training of new and temporary reception staff as required, to ensure a seamless service.
- 4.2 Supervise and support the voluntary staff as required

5 Other Duties

- 5.1 Undertake photocopying and stationery ordering as and when required.
- 5.2 Deal with daily internal and external post, distributing as appropriate.
- 5.3 Assist in the collation of data as required by the Trust.
- 5.4 Ensure that the clinic and reception area is well maintained at all times, this may involve close liaison with the domestic and estates departments.
- 5.5 Assist in covering the absence of other reception staff in the Trust as and when required. This may involve working additional hours.
- 5.6 Liaise with consultants and secretaries regarding queries with their clinics and copies of referral letters.
- 5.7 Respond to an ever-changing and demanding workload within the resources available, prioritising own workload.

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Tetbury Hospital Trust

Your attention is drawn to the confidential nature of information collected within the health service. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors,

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training

Quality Assurance

As an employee of the Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

General Notes

The duties outlined in this role specification serve as a guide to the current and major responsibilities of the post. The duties and obligations associated with the post will inevitably vary and develop and the role specification will be reviewed on a regular basis. Changes will be subject to consultation with the postholder.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular 1:1s and appraisals with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

As a commissioned provider of NHS services, Tetbury Hospital Trust has a responsibility to adhere to the NHS Constitution which establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another. All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION
	Essential Desirable

<p>Qualifications (This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</p>	<ul style="list-style-type: none"> • Good basic education (English and Maths) • Keyboard literate 	<ul style="list-style-type: none"> • Knowledge of PAS, Excel, Word Choose and Book, MSS (training will be provided)
<p>Experience/Skills (Type and level of experience required to fulfil duties)</p>	<ul style="list-style-type: none"> • Effective communicator • Confident at dealing with members of the public • Experience of providing high standard of service • Problem solving • Experience of working in a pressurised environment • Able to work as part of a team • Ability to manage own work • Ability to manage time effectively • Ability to prioritise • Tact and diplomacy • Empathy with patients • Ability to be professionally assertive when required • Ability to learn • Understanding of confidentiality and data protection act 	<ul style="list-style-type: none"> • Ability to problem solve • Motivated, accurate with the ability to multi-task • Experience of handling sensitive information
<p>Communication Skills (Indication type of communication and audience. e.g. face-to-face with patients, presentations to colleagues, etc.)</p>	<ul style="list-style-type: none"> • Articulate with the ability to communicate in English • Projects a positive professional image 	
<p>Flexibility (Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently.)</p>	<ul style="list-style-type: none"> • To work as a team provide cover as and when required 	
<p>Other (Any other key issues not recorded elsewhere in JD or person spec.)</p>	<ul style="list-style-type: none"> • To be aware of all aspects of statutory responsibilities eg Health and Safety, Data Protection, Manual Handling • Staff are required to move notes between areas within the Hospital. This involves an understanding of the principles of load handling • The post holder will be required to use the VDU for periods of time. 	

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

	Name	Signature	Date
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Post Holder			
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	Name	Signature	Date
Line Manager			