

## JOB DESCRIPTION

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<b>Post:</b>	<b>Receptionist/Clerical Officer</b>
<b>Band:</b>	<b>2</b>
<b>Division:</b>	<b>Trust Wide</b> , as specified in the contract
<b>Department:</b>	<b>Trust Wide</b> , as specified in the contract
<b>Responsible to:</b>	<b>Manager</b>
<b>Responsible for:</b>	<b>Role</b>

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### **Job purpose**

The post holder will work within University Hospitals Bristol and be responsible for providing a welcoming and efficient service as the patient's first point of contact with the hospital. This will include greeting and signposting patients and relatives, processing patients using the Patient Administration System and liaising with clinicians and colleagues to facilitate a smooth and timely flow of patients through the department.

The role is responsible for setting high standards of patient care by enacting the Trust's values at all times.

### **Main duties and responsibilities**

#### **Communication:**

- To liaise with wards, clinical staff, GPs and Trust support staff in person, via telephone and email as and when necessary
- To show a caring and professional approach towards patients and visitors when carrying out reception and appointment duties, and when liaising on the telephone
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

#### **Patient Care:**

- To show a caring and professional approach towards patients, relatives and carers. This may require acting with resilience to deal with sometimes distressed patients and relatives in an empathetic manner

#### **Organising and Planning:**

- To carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- To keep waiting areas tidy and patient information materials up to date

- To undertake the role's duties in the case of a major incident in your department (E.g. the ED Major Incident Process)
- Attend appropriate meetings, as required by the role's line manager

**Service Development and Research:**

- To take part in departmental audits and associated duties
- Attend training courses as required to support personal development and the needs of the service
- Assist in training of new members of the team

**Finance and Resources:**

- If and when appropriate and directed, order and/or receipt stationery and essential items, in line with Trust policies

**Information Resources:**

- To check and update patient details on arrival and book them into clinic retrieving data from a number of internal and external Patient Administration Systems
- To book patient appointments in line with the Patient Access Policy (PAP), print letters and arrange any appointment related services as and when required (e.g. transport and interpreting services)
- To input outcomes of appointments, including those of patients that did not attend, on the Patient Administration System and other relevant computer systems in a timely and accurate manner according to the relevant Trust standards
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information
- To support the receipt of referrals into the service, as required by the line manager

**Other:**

- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local Trust policies at all times
- Act with flexibility to utilise skills in other functions if and when appropriate, which might include prioritising and supporting urgent tasks
- To be aware of Service and Trust policies and guidelines and ensure all these are adhered to

## **General Information:**

### **The Trust's Values**

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

#### *Respecting Everyone*

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

#### *Embracing Change*

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

#### *Recognising Success*

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

#### *Working Together*

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

### **Transforming Care**

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,  
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

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### **Equal Opportunities**

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
  - Does not cause offence
  - To challenge the inappropriate behaviours of others
  - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
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### **Health and Safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

*Senior Management* is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

*Line Managers* are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

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### **Safeguarding Children and Vulnerable Adults**

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

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## Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

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## Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
  - Disclose information appropriately, in line with the Data Protection Act 1998.
  - To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
  - Always trace patient notes on the Patient Administration System
  - Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.
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**Job Description completed/reviewed by: Admin Teams Transformation – Standards Workstream**

**Managers name: TBC on appointment**

**Date: December 2016**

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

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## PERSON SPECIFICATION

### Receptionist/Clerical Officer

Education and Qualifications		Essential	Desirable	To be evidenced by*
<b>Q1</b>	Educated to GCSE, grade C or above (or equivalent) in English Language and Maths	✓		A/T
Knowledge and Experience		Essential	Desirable	To be evidenced by*
<b>E1</b>	Previous reception experience in a healthcare or public setting		✓	A
<b>E2</b>	Previous NHS experience		✓	A/I
<b>E3</b>	Clerical/administration experience including filing and/or reception		✓	A
Skills and Abilities		Essential	Desirable	To be evidenced by*
<b>S1</b>	Excellent/professional telephone /reception manner	✓		A/I/T
<b>S2</b>	Flexible approach to duties	✓		A/I
<b>S3</b>	Able to work under pressure and meet deadlines whilst maintaining a high standard of accuracy	✓		A/I
<b>S4</b>	Proven good organisational skills	✓		A
<b>S5</b>	Good IT skills including Microsoft packages	✓		A/T
<b>S6</b>	Confidence to handle difficult conversations with patients, relatives and carers	✓		A/I
<b>S7</b>	Attention to detail	✓		A/I
<b>S8</b>	Ability to work effectively in a busy team, adjust to change and motivate others	✓		A/I
<b>S9</b>	Ability to work independently and as part of a team	✓		A/I
Behaviours and Values		Essential	Desirable	To be evidenced by*
<b>B1</b>	Respecting Everyone	✓		I
<b>B2</b>	Embracing Change	✓		I
<b>B3</b>	Recognising Success	✓		I
<b>B4</b>	Working Together	✓		I

\* **A = Application Form, I = Interview, P = Presentation, T = Test**