**JOB DESCRIPTION**

**Job Title:** **Receptionist**

**Location:** Herefordshire Enhanced Access Hubs

**Operational Manager to decide location of each individual hub location to be listed**

**Accountable to**: **Operational** Hub GP during hub opening times

Operational Manager

Senior Receptionist (for advice/support when available)

**JOB PURPOSE**

To ensure Taurus hub is set up ready for clinicians and provide receptionist duties during opening hours. Ensure safe storage of Taurus equipment after clinics and premises are secured.

### Key Responsibilities

**ADMINISTRATION**

* Open Taurus hub and set up IT systems and printers for clinical consultations and reception.
* Ensure Taurus equipment is set up in clinical rooms
* Answer telephone enquiries from members of the public
* Deal with general enquiries from other external agencies e.g. 111
* Receive patients who have booked appointments and deal with their queries
* File correspondence and information
* Scan letters and reports onto patient record
* Identify carers (where feasible) and encourage registration with carers support agency
* Assists in the collection of Taurus specific feedback
* Informing operational managers of stock request e.g. prescription pads
* Work with HCA to secure safe storage of Taurus equipment at the end of clinical session.
* Work with HCA to ensure safe and secure closure of building at end of working day
* Act as nominated fire officer in case of a fire.
* Ensure staff are familiar with the fire procedures
* With HCA dispose of clinical and domestic waste from rooms used by Taurus
* Registering patients and ensuring all details up to date on EMIS
* Support with the administration of patient notifications and referrals to GP practices through EMIS tasks.
* Actioning referrals to relevant bodies or creating tasks to home GP (as per guidance)
* Accessing West Midlands Ambulance Service/111 Directory of Service to:
  + Open and close to reflect appointment availability on sessional basis
  + To transfer patient data to EMIS appointment books for urgent 111 referrals
* Cleaning clinical rooms, reception and waiting area on weekend shifts, ensuring infection control procedures are being followed
* Re-booking of patient appointments following a request from clinician
* To seek the advice for operational issues of the Operational Shift Manager (where available), Operational Manager or Director-on-call.
* Clinical concerns or queries should be directed to the Hub GP.
* To act as a chaperone as and when required

**COMMUNICATIONS AND WORKING RELATIONSHIPS**

* Operational Managers
* Team Leaders/Dispatchers
* Drivers/ Patient Support
* GPs
* Advanced Nurse Practitioners
* Advanced Clinical Practitioners
* Receptionists
* Overnight Nurses and other District Nurses
* Patient/ Patient relatives and carers
* Members of the public
* Ambulance service / paramedics
* Other healthcare professionals

**PERSONAL DEVELOPMENT**

* To attend mandatory training and fire lectures regularly and assist with fire policy/evacuation procedure when necessary.
* To keep up to date with and attend training on revisions to information systems or changes in protocols for the inputting of data in the light of Local and national initiatives. To adhere to agreed protocols at all times.
* To participate in Individual Performance Review and Personal Development plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

# CLINICAL GOVERNANCE AND QUALITY ASSURANCE

* To realise the importance of confidentiality when dealing with patients and staff, particularly when giving or receiving information over the telephone in accordance with the Data Protection Act.
* Maintain the high standards of the service by contributing towards individual, team and service objectives and acting at all times in the best interest of patients.
* To accurately collect, collate and input data to Information Systems as required by procedures to ensure that patient database records are up to date and accurate.
* To participate in Individual Performance Review and Personal Development plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

## INFORMATION GOVERNANCE

* Taurus Healthcare requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the company and its service users and employees.
* All Taurus Healthcare staff are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.
* Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date.  The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
* All Information obtained or held during the post-holder’s period of employment that relates to the business of the company and its service users and employees will remain the property of the Taurus Healthcare.  Information may be subject to disclosure under legislation at the Company’s discretion and in line with national rules on exemption.
* Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal.  Breaches after the post-holder’s employment has ended could result in the Company taking legal action against them.

**HEALTH AND SAFETY**

* To have responsibility for health, safety and welfare of self and others at work. This includes being conversant with Trust Health & Safety policies and procedures and ensuring incidents, accidents and near misses are reported; taking part in the risk management process and carrying out tasks/using equipment only when competent to do so
* Be responsible for ensuring the general environment is clear of all hazards.
* All staff have a responsibility to apprise themselves of how the prevention of the spread of infection relates to their role.  They have a responsibility to ensure they are aware of Company policies and procedures in relation to infection prevention and control, and ensure that they comply with them in fulfilling their role.

**EQUALITY AND DIVERSITY**

* Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Act in a way that recognises the importance of peoples rights, interpreting them in a way that is consistent with Taurus procedures / policies and current legislations
* Act as a chaperone as needed
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

To carry any another appropriate duties as required

This job description may be amended by management through consultation with the post holder in order to reflect changes in, or to, the job.

PERSON SPECIFICATION

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Job Title: Receptionist |  | | | | |
| CRITERION | ESSENTIAL  (Should possess to do the job) | DESIRABLE  (Could also possess) | Tested @ INTERVIEW | Tested on APPLICATION FORM | WEIGHTING FOR EACH CRITERIA  High = 3  Medium = 2  Low = 1 |
| EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS | | | | | |
| /GCSE maths and English or equivalent | x |  |  |  |  |
| SKILLS | | | | | |
| Familiar with medical terminology |  | x |  |  |  |
| Proficient in keyboard skills and IT | x |  |  |  |  |
| Excellent communication skills | x |  |  |  |  |
| Excellent telephone manner | x |  |  |  |  |
| Good organisational skills | x |  |  |  |  |
| Good listening skills | x |  |  |  |  |
| Excellent customer service skills | x |  |  |  |  |
| Ability to deal with customers in a polite, friendly and sensitive manner. | x |  |  |  |  |
| Able to work well in a busy environment where interruptions are common place | x |  |  |  |  |
| Good teamworking skills | x |  |  |  |  |
| Ability to use initiative to solve problems that arise | x |  |  |  |  |
| KNOWLEDGE/EXPERIENCE | | | | | |
| Experience of working in a GP practice |  | x |  |  |  |
| Experience of working in a customer facing role | x |  |  |  |  |
| Experience of EMIS web |  | x |  |  |  |
| Experience of dealing with confidential and/or sensitive data | x |  |  |  |  |
| PERSONAL QUALITIES OR ATTRIBUTES | | | | | |
| Able to work as part of a team | x |  |  |  |  |
| Courteous and friendly | x |  |  |  |  |
| Able to work without close supervision | x |  |  |  |  |
| Tactful and diplomatic | x |  |  |  |  |
| Good timekeeper | x |  |  |  |  |
| Able to use own initiative | x |  |  |  |  |
| Conscientious | x |  |  |  |  |
| OTHER JOB REQUIREMENTS | | | | | |
| Willing to provide sickness / holiday cover |  | x |  |  |  |