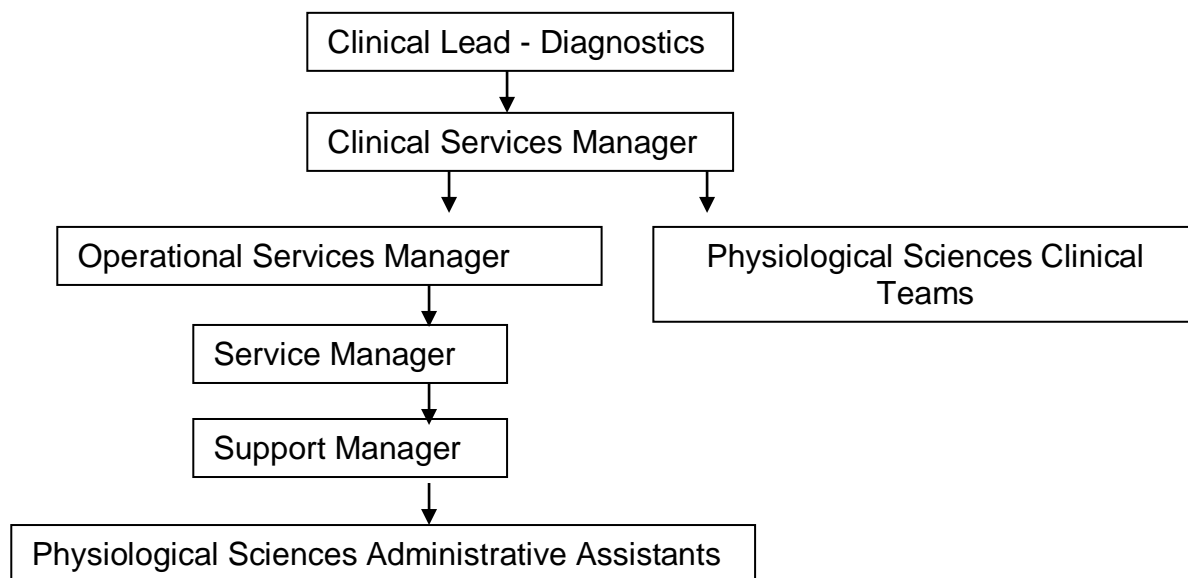


Job Description

1. Job Details	
Job title:	Receptionist /Administrative Assistant
Current Job grade:	Band 2
Reports to (Title):	Service Manager
CMT:	Clinical Support Services
Department/Ward:	Physiological Sciences
Location/Site:	Trust Wide – Base to be agreed

2. Job Purpose
<p>To act as an administrative assistant/booking clerk to the Physiological Sciences Departments (Neurophysiology, Respiratory Physiology and Audiology).</p> <p>This post requires an excellent understanding of the communication needs of patients and carer.</p> <p>The post holder will be expected to acquire a basic understanding of Neurophysiology, Respiratory Physiology and Audiology testing, booking processes and administrative procedures.</p> <p>To ensure all data relating to patients is captured in a timely and accurate manner.</p> <p>The post holder will be responsible on a day to day basis for effective management of waiting lists. They will be expected to liaise with the Service Manager and report promptly possible problems with meeting required targets and breaches.</p> <p>The post holder will be required to assist with data collection and will have a basic understanding of spreadsheets. The post holder requires the aptitude to receive training on new patient management systems.</p> <p>The post holder will be expected to communicate with other departments such as Ear Nose and Throat, Neurology Respiratory Medicine, medical secretaries, transport providers, medical records, nursing staff and other receptionists.</p>

3. Organisation Chart



4. Duties

1. Answer phone calls from patients and book appointments as required. Greet patients attending clinics who wish to arrange appointments, or book in for clinic appointments.
2. To maintain the Patient Management System as required ensuring accuracy and timely data quality in accordance with Trust/Diagnostics protocols. Make pending appointments and to make/change appointments for patients within required target timescales.
3. Ensure hospital case notes are available when required, tracked and returned to Medical Records.
4. Assist the Physiological Sciences Clinical teams with waiting list management, and data collection.
5. Take responsibility for ensuring interpreters are booked for patients requiring this service.

6. To undertake photocopying of forms, booklets and any other relevant information required.
7. Following mandatory training, meet the training requirements of new staff to include all aspects of duties required to undertake the post.
8. To undertake any other appropriate duties as requested by Support Manager/Service Manager, senior clinical team
9. To ensure confidentiality in line with the Data Protection Act 1984/98 and the Trust's IM&T security policy of information, obtained during the course of employment, on all matters relating to patients, staff and the Trust's business.

5. Physical and Mental Skills

Knowledge:-

- Excellent understanding of good customer care.
- Deaf awareness, including methods of communication used by hearing impaired people.
- Good I.T. skills.

Skills:-

- Ability to prioritise own workload.
- Ability to enter data in a timely and accurate manner.
- Ability to communicate with hearing impaired people.
- Ability to work as part of a multi-disciplinary team.
- To work on own initiative within agreed protocols.
- Good customer care skills.
- Basic knowledge of medical terminology.
- Ability to handle multiple tasks simultaneously.

Behaviour:-

- Good inter-personnel, organisation and communication skills.
- Flexibility, adaptability and the ability to deal with change, to be able to cover a broad range of work, sometimes complex and non-routine.

6. Responsibilities of the Post Holder

To provide a comprehensive reception and administrative support role within Physiological Sciences, ensuring the smooth and efficient running of the patient management system with particular emphasis on patient care.

To manage own workload and prioritise activities.
 To ensure confidentiality in line with the National and Trust specific policies.
 Personal duty of care in relation to health and safety within their working area.

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The postholder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The postholder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

Works within clearly defined departmental/organisational guidelines policies and procedures. Makes own decisions regarding appointment bookings and assesses patient requirements on questioning.

8. Physical, Mental and Emotional Effort Required

Occasional light physical activity required.

Analysing and making decisions on appointment types required, following conversations with patients. Prioritising appointments based on this analysis.

The role requires the postholder to spend regular periods of concentration.

The role requires the postholder to work in a very busy environment with frequent interruptions both in a face to face capacity and via the telephone.

The role will require occasional exposure to patients who may be emotional, or verbally aggressive by telephone or in a face to face environment.

9. Outline of Working Conditions

The posts does require the use of VDU equipment for extended periods of time and occasional use of a photocopier.

Exposure to unpleasant working conditions is rare.

Person Specification

Post of ADMINISTRATIVE ASSISTANT AUDIOLOGY

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	2 GCSE's grade C or above in Maths and English. NVQ2 or equivalent in relative subject, ie Customer Care Skills	Application Form & Interview Certificates	Knowledge of PAS. European Computer Driving Licence or equivalent	Application Form. Interview. Certificates
Previous Experience (Nature & Level)	Working knowledge of Microsoft Office packages. Working with the public.	Application form & Interview.	Working within a health care environment.	Application form interview
Evidence of Particular: - Knowledge - Skills - Aptitudes	Ability to work on own initiative. Good communication skills. Ability to provide good customer care. Deaf Awareness. Previous experience of working with the public. Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:	Interview.	Knowledge of waiting list management.	Application form interview.

	<ul style="list-style-type: none"> ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence 			
Specific Requirements	Ability to work to tight deadlines Ability to maintain confidentiality Ability to work as an individual and as part of a team Ability and willingness to work flexibly Responsible attitude	Application Form & Interview.		Interview.

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: