

### JOB DESCRIPTION

#### JOB DETAILS

JOB TITLE:

Receptionist / Office Clerk

JOB REFERENCE NUMBER:

AD-TW-2

BAND:

2

WARD/DEPT.

Locality Administration Team

DIRECTORATE/LOCALITY:

Trust Wide

ESSENTIAL QUALIFICATIONS:

RSA II Word Processing or equivalent  
NVQ 2 Customer Services or equivalent experience

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### ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:

Clinical Team Leader

REPORTS TO:

Senior Clinical Team Administrator

RESPONSIBLE FOR:

## **ROLE SUMMARY**

To provide reception and switchboard service to the Integrated Delivery Team.

To provide administrative, typing and data support to the teams as directed by the Clinical Team Leader / Senior Clinical Team Administrator

## **DUTIES AND RESPONSIBILITIES**

### **Communication**

Operate the Locality / IDT switchboard directing calls or taking messages and ensuring all messages are passed on in an appropriate and timely manner.

Provide a reception service, dealing with enquiries and maintaining customer service standards at all times.

### **Knowledge & Training**

Undertake professional development as identified in appraisal and supervision.

Enter and retrieve day to / from Trust Electronic Systems to support data quality and business performance.

### **General**

Log visitors in and out of building, allocating ID badges as appropriate.

Sort and distribute incoming and outgoing mail.

Ensure staff location system is up to date and supporting the Lone Working Policy and protocols.

Receive and process information from teams including typing, photocopying and faxing documents.

Maintain room booking systems.

Maintain filing systems as per Trust Policy and Procedures.

Monitor and order stationery.

Provide flexible support and cover across the Locality Teams / IDTs as indicated by service need and under direction of Clinical Team Leader or Senior Clinical Team Administrator or their deputy.

Attend meetings as required and appropriate to the role and taking minutes.

Undertake any other appropriate tasks as requested by the Clinical Team Leader or Senior Clinical Team Administrator to meet the needs of the service.

## SPECIFIC DUTIES

### TRUST VALUES AND BEHAVIOURS

To promote and adhere to the workplace values of NSFT.

Our values and behaviours were created by 1,300 staff members, service users and carers all working together in the Putting People First project.

They reflect what we all believe makes the most positive difference to the care we offer and to the way we work with one another. By 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

## Our values... Our behaviours... Our future

Working together for better mental health...

### Positively...



#### Be proactive...

Look for solutions, think creatively and focus on what we can do

#### Take pride...

Always do our best

#### Take responsibility...

Plan ahead, be realistic and do what we say we will

#### Support people to set and achieve goals...

And be the best they can

#### Recognise people...

Their efforts and achievements, and say thank you



### Respectfully...



#### Value everyone...

Acknowledge people's unique experiences, skills and contribution

#### Step into other people's shoes...

Notice what's actually happening

#### Take time to care...

Be welcoming, friendly and support others

#### Be professional...

Respect people's time and be aware of our impact

#### Be effective...

Focus on the purpose and keep it as simple as possible

### Together...



#### Involve people...

Make connections and learn from each other

#### Share...

Knowledge, information and learning

#### Keep people updated...

With timely, open and honest communication

#### Have two-way conversations...

Listen and respond

#### Speak up...

Seek, welcome and give feedback

nsft.nhs.uk

### REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

### SUPERVISORY RESPONSIBILITIES

None

### RISK MANAGEMENT / HEALTH AND SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the

Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

## **FLEXIBILITY**

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

## **RECORDS MANAGEMENT**

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the 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 other relevant statutory requirements. Training will be provided in appropriate information management for the post.

## **SUSTAINABILITY**

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

## **SAFEGUARDING**

### **Non Clinical**

The NSFT expects that all staff will maintain statutory and local compliance to competency based training in relation to Safeguarding Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

## **CONFIDENTIALITY**

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

Signed:.....Manager

Signed:.....Post Holder

## PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

### JOB TITLE

**Receptionist / Office Clerk**

	<b>ESSENTIAL</b>  <b>Without which the post holder could not be appointed</b>	<b>DESIRABLE</b>  <b>Extra qualities that can be used to choose between candidates with all essential criteria</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	NVQ 2 Customer Service or equivalent qualification / experience	Knowledge of Trust's electronic records	<b>Certificates</b>
<b>EXPERIENCE</b>	Use of ICT applications / packages  Experience of working in a busy reception / office environment  Dealing efficiently and politely with both internal and external customers	Data inputting / similar work	<b>Application Form / Interview / References</b>
<b>SKILLS</b>	Effective and articulate communicator  Organised, able to prioritise  Good interpersonal skills  Ability to work under pressure  Ability to maintain a professional manner at all times  Ability to manage and prioritise a variety of tasks  Good keyboard skills	Keyboard / typing qualification	<b>Application Form / Interview / References</b>

<b>KNOWLEDGE</b>	Microsoft packages Data inputting	Knowledge of Clinical and Patient Administration Systems i.e. Carefirst	<b>Application Form / Interview / References</b>
<b>OTHER (Please specify)</b>	Able to work flexibly Team worker Able to prioritise own workload Reliable Able to travel independently		<b>Application Form / Interview / Document Check</b>

	Positively...	Respectfully...	Together...	METHOD OF ASSESSMENT
VALUES (APPLICABLE TO ALL POSTS )	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	Take pride...  Always do our best	Step into other people's shoes...  Notice what's actually happening	Share...  Knowledge, information and learning	
	Take responsibility...  Plan ahead, be realistic and do what we say we will	Take time to care...  Be welcoming, friendly and support others	Keep people updated...  With timely, open and honest communication	
	Support people to set and achieve goals...  And be the best they can	Be professional...  Respect people's time and be aware of our impact	Have two-way conversations...  Listen and respond	
	Recognise people...  Their efforts and achievements, and say thank you	Be effective...  Focus on the purpose and keep it as simple as possible	Speak up...  Seek, welcome and give feedback	



## JOB DESCRIPTION SUPPLEMENTARY INFORMATION

POST TITLE:	Receptionist / Office Clerk
WARD / LOCALITY:	Trust Wide
DATE COMPLETED:	Generic 2016

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

### WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement weather		X	11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment/work area		X
3. Unpleasant smells		X	13. Driving/Being Driven (normal conditions)		X
4. Noxious Fumes		X	14. Driving/Being Driven (emergency conditions)		X
5. Excessive noise/vibration		X	15. Fleas/Lice/Infestation		X
6. Continuous use of VDU equipment	X		16. Dangerous Chemicals – Substances in containers		X
7. Unpleasant substances		X	17. Dangerous Chemicals – Substances (uncontained)		X
8. Infectious material		X	18. Exposure to verbal aggression (little/no support)	X	
9. Body Fluids, Faeces/Vomit		X	19. Exposure to physical aggression (little/no support)	X	
10. Dust/Dirt		X			

**Each YES response requires completion in 'Further Information' Section**

## PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		X	9. Standing/sitting with limited scope for movement		X
2. Working in physically cramped conditions		X	10. Kneeling, crouching, twisting, bending, stretching		X
3. Making repetitive movements	X		11. Walking for long periods		X
4. Lifting weights/equipment without mechanical aid		X	12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing/pulling trolleys or similar equipment		X
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint i.e. in post requiring training/certification		X
8. Running		X			

**Each YES response requires completion in 'Further Information' Section**

## EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing/transmitting) news of highly distressing events	X	
2. Giving unwelcome news to patients/clients/carers/staff		X
3. Caring for the terminally ill		X
4. Dealing with difficult situations/circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour	X	
8. Attending scenes of accidents		X

**Each YES response requires completion in 'Further Information' Section**

## MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student/trainee assessments		X	9. Check documents	X	X
2. Carry out clinical/social care interventions		X	10. Drive a vehicle		X
3. Analyse statistics		X	11. Perform calculations		X
4. Operate equipment/machinery	X		12. Make clinical diagnoses		X
5. Give evidence in court/tribunal/formal hearings		X	13. Carry out non-clinical fault finding		X
6. Attending meetings (if yes, describe role in "Further Information")	X				
7. Carry out screening tests/microscope work		X			
8. Prepare detailed reports		X			

**Each YES response requires completion in 'Further Information' Section**

## FREEDOM TO ACT

	YES	NO
1. Does the post holder generally work without close supervision		X
2. Does the post holder work without direct access to a manager		X
3. Does the post holder work without access to a manager by telephone		X
4. Is the post holder the lead specialist in their field		X

**Each YES response requires completion in 'Further Information' Section**

**How often on average does the post holder give guidance and advice to others?**

Daily: ☒

Weekly: ☐

Other frequency (please comment)

The post holder will be dealing with messages and queries from both internal and external customers on a daily basis

**How often is the post holder's work checked/monitored/assessed?**

Daily: ☒

Weekly: ☐

Other frequency (please comment)

Plus monthly via 1:1s

## FURTHER INFORMATION

Please enter here details of YES responses in the preceding sections

### Element

(e.g. mental effort)	Ref No	Details of frequency and intensity
<b>Working conditions</b>	6	VDU equipment used for a significant part of the shift
	18	May have to deal with physical and verbal aggression from the public, service users / carers potentially on a daily basis
	19	
<b>Physical effort</b>	3	Inputting into computer for significant part of the working day
<b>Emotional effort</b>	1	Inputting potentially distressing information
	4	Incidental contact with distressed / angry / unwell service users / carers
	7	Dealing with challenging behaviour from distressed / agitated customers potentially on a daily basis
<b>Mental effort</b>	4	Daily operation of office equipment
	16	Attend and inform meetings as required
	9	Concentration required to check data quality

**Manager responsible for completion of this document**

**Name:**

**Member of Staff to whom this document relates:**

**Date Completed:**

**Review Date:**

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and employee**