

Candidate Pack

For

Apprentice Outpatients Reception



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Our
values



The North Middlesex University Hospital NHS Trust is a medium-sized acute and community trust with over 525 beds and over 600 community staff, serving more than 600,000 people living across Enfield and Haringey and the surrounding areas, including Barnet and Waltham Forest.

The hospital has been on its present site for over 100 years and was established as an NHS trust by statute in December 1990. The Trust's services are provided on the North Middlesex University Hospital site as well as a range of community sites across the London Borough of Enfield, including at partner hospitals. They provide services in collaboration with a range of partners, including local GPs, acute, mental health and other community health service providers across North Central London.

In the year ending 31 March 2022, the Trust reported a turnover of £419.7m and employed almost 4,000 staff. Following the transfer of Enfield Community Services on 1st April 2023, this has increased as we have welcomed over 600 new staff including District Nurses, Community Matrons, Community Physiotherapists, Psychologists and many more across a wide range of adult and children's community services in Enfield. It is an exciting time to join North Mid as we continue our journey to become an integrated care organisation to deliver high quality, seamless care in our local communities, with a focus on tackling health inequalities.

North Mid is part of North Central London integrated care system – consisting of the NHS and Local authority organisations in Camden, Islington, Barnet, Enfield and Haringey. As with other ICS's, we are working increasingly closely with partners and indeed many of our financial and performance objectives are measured at this system level. Whilst all organisations remain as standalone, statutory bodies we have an ICS infrastructure for making shared decisions and agreeing shared approaches.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our Vision

At North Mid, we've set out sights on Trust North: a set of five clear ambitions which describe our vision for our Trust.





Additional Information

Location

Situated in North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust, our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity

- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- An equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

North Middlesex University Hospital NHS Trust is situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools. Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Our community services are based in a various locations around Enfield including:

St Michael's Primary Care Centre, Gater Drive, Enfield, EN2 0JB
 Lucas House, 305-309 Fore Street, Edmonton, N9 0PD
 Forest Primary Care Centre, 308A Hertford Road, Edmonton, N9 7HD
 Chase Farm Hospital and the Skye Unit, The Ridgeway, Enfield, EN2 8JL
 Eagle House Surgery, 291 High Street, Enfield, EN3 4DN
 Highlands Health Centre, 3 Florey Square, Winchmore Hill, N21 1UJ
 Bowes Road Clinic, 269 Bowes road, Enfield, N11 1BD
 George Marsha Centre, St Ann's Hospital Site
 Bay Tree House, Enfield

For more information about the services available at these locations click [here](#)

Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 4,000 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback We are always looking for opportunities to develop all our staff and our services 	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new partnerships across teams, divisions and organisations 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.



Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.

Job Description

Position – Apprentice Outpatients Receptionist

Salary/Band – Band 2

Location – Main Outpatients

Hours – 37.5

Responsible to – Outpatients Coordinators

Accountable to – Outpatients Department

Key Working Relationships

To be added by the service

Job Summary

To undertake a 19 month development programme in Customer Service in Main Outpatients department, through work based learning and by attending regular training sessions.

Supervision and support will be provided during all tasks, enabling the apprentice to work within the organization to gain experience, confidence and to deliver effective and safe patient focused support, to the designated team.

Successfully completing the training programme will lead to an Intermediate Apprenticeship Level 2 qualification.

The role of an apprentice is to provide a comprehensive and effective administrative service to support the smooth and efficient running of the Outpatients department. This will include a full range of admin duties, dealing with telephone and face to face queries in a professional and courteous manner.

Supervision and support will be provided during all tasks, enabling to work within the organization to gain experience, confidence and to deliver effective and safe patient focused support, to the designated team.

Introduction to the Department

The outpatient receptionist team comprise 18 receptionists, 2 clinic co-ordinators, 1 Deputy Service Manager and Service Manager. We rely on teamwork and good communication. The department is pressurised and the role demanding but we have the support in place to help alleviate difficult situations. Punctuality, politeness, hard work is essential as the role is front line and dealing face to face with patients, relatives and colleagues

Organisation Chart

Divisional Director of Operations



General Manager



Patient Access Service Manager



OPD Deputy Service Manager



OPD Clinic Coordinators



OPD Receptionist

Core Apprentice Responsibilities:

The following responsibilities are generic to all apprentices within the North Middlesex University Hospital NHS Trust.

Develop and provide a professional level of customer service for the department.

Respond to enquiries in a friendly, professional and courteous manner, resolving issues where possible or escalating to an appropriate team member when required

Communicate effectively and use appropriate interpersonal skills with people both internally and externally, maintaining the professional reputation of the Trust and department at all times.

Portraying a professional image, maintaining confidentiality at all times.

To continuously contribute to the progression and development of the chosen department through the provision of a high quality service.

The post holder will be expected to complete all mandatory training provided.

Duties and Responsibilities:

To work as part of a team alongside other clerical staff within the department and to be part of a wider multidisciplinary team delivering a high quality service to other staff and patients. This includes working with identified external contacts and stakeholders.

To provide a high quality reception and administrative service for the add your area department and to ensure appointments are made in line with Trust policies, guidelines and departmental protocols.

Retrieve and process mail, incoming and outgoing telephone calls in accordance with Trust Policies.

Gain the knowledge in the event of the hospital system failure the relevant disaster recovery procedure is followed.

Accurately input, retrieve and collate information using departmental and Trust computer systems in a timely way being mindful of data protection at all times.

Respond promptly and efficiently to routine queries referring queries on to other personnel as appropriate

To undertake clerical support e.g. filing, photocopying, typing and retrieval of documentation in line with Trust and departmental procedures.

To ensure all Health and Safety guidelines are followed and equipment is used according to instruction. Any potential hazards and accidents to be reported and recorded promptly in line with Trust policies and procedures.

To ensure that confidentiality is strictly adhered to in line with legislation and Trust policies and procedures.

To report any service or performance shortfalls to the Service Manager and work as part of the team in order to address and resolve any issues.

Specific duties and responsibilities

Prioritise and manage workload without direct supervision. Provide a high quality reception and administrative service for the Outpatient department and to ensure appointments are made in line with Trust policies, guidelines and departmental protocols, additional duties will include

Preparation of medical notes for relevant clinics

Booking patients follow up onto the computer system.

Update all demographics details.

Complete outcomes of clinics and accurate recording of 18 weeks pathway

Generate DNA letters to patients and GP's.

Deal with telephone and face to face enquiries from all staff groups, patients, relatives, carers, providing information, directing and prioritising queries as appropriate, in a professional and pleasant manner. Always communicate verbally in a sensitive and caring manner.

Plan and organise workload to ensure service delivery is maintained and met to specialist delivery directives.

Plan and organise workload to ensure service delivery is maintained and met to specialist delivery directives.

To work flexibly as part of a team and cross cover other staff across the service to ensure a consistent and effective administration service is always maintained.

To be proactive in supporting the changing demands within the service likely to impact on the administrative services.

In the event of the hospital system failure the relevant disaster recovery procedure is followed.

Track case notes and other documentation in line with trust protocols

To collect notes from medical records., as needed.

To collect urgently requested medical notes by consultants from main file and liaise with medical records staff if necessary

To report any service/performance shortfalls to Team Leaders and work as part of a team to address such areas.

To monitor and escalate shortages in stock e.g., stationary, paper etc. to team leaders for ordering.

To undertake mandatory training.

To participate in the Trust Performance Development scheme for staff

NOTE: This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties may change to meet the needs of the service or because of the introduction of new practices or technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.

TRUST POLICIES

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: Apprentice Outpatients Receptionist

Department: Outpatient – Patient Access Services

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	Educated to GCSE or equivalent Level 1 Literacy and Level 1 Numeracy Functional Skills (minimum)		A Should not already hold a Level 2 Customer Service qualification
Skills and abilities	<p>Willingness to learn and committed to studies in order to achieve qualifications.</p> <p>Ability to develop effective working relationships across the organization.</p> <p>Maintain a professional approach: Smart and presentable.</p> <p>Ability to communicate effectively and sensitively with others from a variety of backgrounds, both verbal and written</p> <p>Demonstrate understanding re the importance of patient confidentiality and data protection.</p>		A/I
Experience	Good working knowledge of IT Microsoft Packages such as Outlook, Word, Excel and other relevant programmes.	Working in an NHS Hospital	A/I
Personal qualities	Team member with a flexible approach to work, willing to adapt to changing situations and work pressures.		I
Values	Demonstrable ability to meet		Interview/

	Trust values		assessment
Other requirements			