Job Description – Receptionist

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| Job Purpose:  * To work as part of a team providing administrative and clerical support to the Physiotherapy and Hydrotherapy departments and its staff. * To act as a receptionist within the physiotherapy department; dealing with patient queries in person and on the telephone. * The Department, (including the satellite units) has over 120 staff and receives over 1500 outpatient referrals per month that need inputting and appointing. |

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| **Key Dimensions:**   * To deal with referrals to the physiotherapy department- to ensure appointments are offered as quickly as possible and when necessary refer to clinical staff in order to prioritise. * To be responsible for the administration of the outpatient appointment system for physiotherapy, including booking appointments, transport and recording information on the TIARA Management Information system * The post holder is responsible for his or her own workload within a designated administrative area. * The key responsibilities of this role are the effective and efficient management of specific departmental and patient administration systems, ensuring strict adherence and compliance to all Trust Policies and procedures. |

**Organisational Chart**

**Therapies Service Line Cluster Manager**

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**Deputy Therapies SLM**

**Deputy Physio Manager**

**Team Leaders**

**Physiotherapy Office Manager**

**Clinical Staff**

**POST HOLDER**

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| **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**   1. A team member providing administration and clerical support to the Physiotherapy Department. 2. To assist with telephone calls from patients, GPs and other Agencies in a courteous and helpful manner, referring to Line Manager or senior staff for advice when appropriate. 3. Dealing face to face with patients, carers and other professionals visiting the department, seeking advice when appropriate. 4. To arrange appointments for physiotherapy clinics in an efficient and timely manner. 5. With support from line manager, to prioritise own workload including management of appointments and waiting lists, collection of statistics. 6. Maintain up-to-date diary for the physiotherapists, particularly outpatient staff in order to effectively manage physiotherapy clinics. 7. Maintaining an accurate filing system to ensure swift retrieval of documentation and information. 8. Assist with the tracing of patient notes and x-rays using the Patient Information Management System (iPM). 9. To be responsible for ensuring that senior staff are aware of any training requirements that you might have to allow your Continued Professional / Career development. 10. To attend when possible appropriate training and development opportunities 11. To be aware of and to follow the Health and Safety at Work Act, Security Policy and all other policies relating to Plymouth Hospitals NHS Trust. 12. To undertake other reasonable duties at the discretion of the Physiotherapy Office Manager or a member of the clinical support services management team. 13. To bring defects in equipment to the notice of the Physiotherapy Office Manager / Deputy Service Line Manager, Therapies and take immediate action to ensure that such equipment is withdrawn from service until satisfactorily repaired. 14. To report any incident to self, staff or patient to the Physiotherapy Manager and ensure that the correct form is filled out and action is taken concerning the incident. 15. To be involved in the formal staff appraisal scheme as an appraisee. 16. To undertake duties in line with the Trust’s Information Security and Control Policy, respecting the rights of patients, fellow staff and the Trust for information not to be passed on or made available to those without a need to know.   **COMMUNICATIONS & WORKING RELATIONSHIPS**   * Receive and deal with confidential telephone enquiries from patients. Be able to handle patient complaints. * Liaise with various departments and professionals within the hospital and outside agencies via verbal and written communication. * To be a team member within the office and able to multi skill within the various areas. * Be able to maintain concentration on task during periods of interruptions * To work closely with other admin and clerical staff within the Service Line.   **All Job Holders are required to**     * Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve. * Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.      * Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training. * Attend statutory, essential and mandatory training.      * Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.      * Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust. * Comply with the codes of professional conduct set out by the professional body of which registration is required for the post. * Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk. * Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families. * Ensure they attend Child Protection training at the appropriate level within the specified time frame. * Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services. * Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures. * Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.     **All Managers are responsible for…**   * Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training. * Managing attendance in accordance with the Trusts Attendance Management Policy.   **All Heads of Departments are responsible for…**   * Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.   **Note**  This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines. |

PERSON SPECIFICATION

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **KNOWLEDGE & EXPERIENCE** | * Recent and demonstrable experience of working with and directly communicating with a wide variety of people and the general public. * Computer skills and familiarity with Microsoft word, office and other programmes eg Excel | * Experience of working in a hospital or healthcare environment * Experience of working with people with communication difficulties * Familiar with SystmOne/ iPMS waiting lists/PTLs/RTT coding |
| **QUALIFICATIONS** | * Proven good standard of general education with GCSE English and Maths (at grade C or above/4-9) or equivalent qualification/ equivalent demonstrable experience * Competent in English Language, with clear legible handwriting | * ECDL * RSA I Qualification or Equivalent |
| **APTITUDE & ABILITIES** | * Good (and proven) communication and interpersonal skills. * Ability to work within a team structure * Ability to work without direct supervision * Good organisational skills * Good telephone manner * Awareness of and ability to maintain patient confidentiality * Ability to follow Trust and Department Policies and Guidelines | * Resourcefulness * Ability to respond to unpredictable situations |
| **DISPOSITION / ATTITUDE /**  **MOTIVATION** | * Self-motivation * Willingness to undertake further training * Empathy and approachability * Interest in working in a hospital environment |  |
| **OTHER FACTORS** | * Ability to maintain professional appearance * Flexibility to cover colleagues during absences * Ability to work flexibly over 7 day period if required in the future to meet service needs |  |