



## Job Description

### 1. JOB IDENTIFICATION

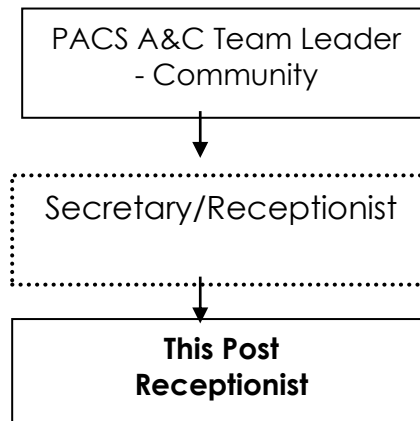
<b>Job Title:</b>	Receptionist/Clerical Assistant, Band 2 (Peripatetic)
<b>Job Reference No:</b>	105673
<b>Department and Base:</b>	Various sites
<b>Responsible to:</b>	PACS A&C Team Leader - Community
<b>Date Job Description written/updated:</b>	29.08.14 – updated 4.5.15- 2.8.17 -2022

### 2. JOB PURPOSE

To provide reception duties for the department, dealing with telephone calls and face-to-face queries from staff, patients and carers and relaying information accurately and appropriately.

This post will be expected to cover Borders-wide at various NHSB Health Centre & Community Hospital Receptions.

### 3. ORGANISATIONAL POSITION



#### **4. SCOPE AND RANGE**

To provide reception cover, administrative/clerical service for staff in department, dealing with patients' friends and family, answering telephone and taking messages when clinical staff are not available .

#### **5. MAIN DUTIES/RESPONSIBILITIES**

- Provide reception duties e.g. dealing with members of the public face to face, telephone switchboard/phone systems and typing.
- Administer and operate switch board/phone systems on a daily basis
- With guidance enter staffing rotas and management information on SSTS
- Maintain filing systems (paper & electronic)
- Photocopying; scanning and faxing of documents
- Providing general administrative support to the NHS Borders staff
- Support departmental in the review of administrative processes

#### **6. SYSTEMS AND EQUIPMENT**

- Computer/printers/photocopier/MDF
- Telephone switchboard/Systems
- Fax machine/scanner
- Microsoft Office computer systems i.e. Word, Excel
- E-mail/Intranet
- Electronic systems i.e. Trak; Ward View; EMIS Web; PTS System; BSMS; SSTS.

#### **7. DECISIONS AND JUDGEMENTS**

- Work is generated the Band 3 and clinical staff.

#### **8. COMMUNICATIONS AND RELATIONSHIPS**

- Work alongside clinical staff and answer telephone when clinical staff unavailable.
- Pleasant and approachable manner with members of the public.

- Communicate daily both verbally and by telephone with all levels of staff within the Department and with patients and carers where there maybe communication barriers to understanding e.g. hard of hearing.
- Communicate with other Agencies and Organisations as appropriate i.e. Social Work, Scottish Ambulance Service, and Voluntary Organisations.
- Communicate, build and maintain relationships on a daily basis with colleagues, patients and carers.

#### **9. PHYSICAL DEMANDS OF THE JOB**

- Able to prioritise work against conflicting demands in conjunction with more senior staff
- Concentration in a busy environment.
- Accurate and speedy keyboard skills.
- Handling of patient medical records i.e. manually or via trolley.

#### **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Dealing with conflicting demands.
- Dealing with difficult members of the public or patients either by telephone or face to face.
- Driving distances to cover Borderswide at various NHSB Health Centre & Community Hospital Receptions.

## **PERSON SPECIFICATION**

For the post of: Receptionist (Peripetic)

Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job:

### **ESSENTIAL**

- Attention to detail, good keyboard skills and computer literacy.
- Discretion and confidentiality is essential.
- Ability to work under pressure.
- Ability to work on own initiative and as part of a team.
- A friendly approach.
- Some knowledge of medical terminology would be helpful but not essential.
- Clean Full Driving Licence & vehicle