NHS Grampian

**Job Description**

# SECTION 1

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| **JOB IDENTIFICATION** |  |
| **Job Title:** | Receptionist  |
| **Department(s):** | Ward 202 |
| **Location:** | Aberdeen Royal Infirmary |
| **Grade:** | Band 2 |
| **Salary:** | £23,362 - £36,368 (per annum) |
| **Hours:**  | 15 hours per week |
| **Contract:** | Permanent  |
| **Reference:** | NS149483 |

###### SECTION 2

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|  | **Job Purpose** To undertake reception duties as allocated within the Ward 202 department. The post holder is first contact in Theatres and in telephone communications during 0800-1600. Welcomes admission to visitors and staff to Ward 202.  |
|  |  **Organisational Chart** ARI Theatres Nurse ManagerBand 7 Theatre CoordinatorBand 2 Receptionist |

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| **1** | **Communication and relationship skills**Positioned at the front of the Ward 202, the receptionist is the first point of contact for greeting new patients, visitors from other departments, sales representatives, relatives and members of the multidisciplinary team.Frequent verbal communications throughout day with patients, relatives, nursing staff and wider multi-disciplinary team both in person and on phone * Processes admissions, discharges and transfers.
* Processes invoices in relation to stock ordering
* Maintains housekeeping,
* Filing of medical notes, stores orders.
* Preparing admission packs
* Relay telephone messages
* Assists with general administration of theatres.
* Booking of flights/taxis/airport mini buses.
* Distribution of all incoming and outgoing mail via ward and clinic
* Redirection of discharged patient's mail.
* Updating PMS and OPERA
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| **2** | *Knowledge, training and experience** PMS
* OPERA
* All communication systems linked to the Trust E.g. .Ambulance Service, Portering Service Medical Records Secretaries
* Administration Systems linked to the ward.
* Computing System E-Mail , Word
* Photocopier skills
* Telephone/answering machine
* Fax Machine
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| **3** | *Analytical and judgemental skills*Allowing access to theatresOverseeing stores and ordersDiscretion and confidentiality when handling information and the access to medical notesUpdating patient details on PMS/OPERAAbility to work alone and as part of a team.Issue escalation when necessary. |
| **4** | *Planning and organisational skills*Organise own day to day work tasks or activities.Plans own work activities.Manages tasks identified or delegated from the Theatre Coordinator.Plans and prepares the safe admissions and transfers of patients throughout the hospital by preparing paperwork and using PMS/OPERA. |
| **5** | *Physical Skills*Basic skills to use information technology to operate such systems as OPERA, Turas, etc.Working time directiveStandard keyboard skills |
| **6** | *Responsibilities for patient/client care*Communicating to such a large multidisciplinary teamWorking in an environment where violence and aggression are not uncommon due to the emotional and delicate nature of the specialty. Both verbal and physical aggression is encountered from distressed and angry relatives and patientsTo meet all deadlines within the unit. |
| **7** | *Responsibilities for policy and service development implementation*Participate in ward/ unit review of policy/ practices including observation and recording of information.Actively participate in departmental meetings.Participate in audit / surveys as required. |
| **8** | *Responsibilities for financial and physical resources*Demonstrate economy in the use of suppliesAssist in organisation of storage of suppliesActively participate in the care and maintenance of departmental equipmentDemonstrate adherence to the NHS Grampian local policies and procedures at all times, e.g. in relation to care of personal belongings of patient |
| **9** | *Responsibilities for human resources*:Work with more junior/ inexperienced staff/ learners to enhance their understanding of the service and surgical patient pathways. |
| **10** | *Responsibilities for information resources*Practice and promote confidentiality at all timesUses patient information system several times a day for example: to find and update information in relation to patient care, send requests to other healthcare workers, print reports for confidential use by nursing team on ward/ unitUses NHS email system to receive NHS Grampian and local updates, communicate with others in relation to this roleUses NHS Grampian intranet and links available from it and other relevant information resources for find/ send information in relation to this role |
| **11** | *Responsibilities for research and development*Participate in data collection for ward/ unit SPSP activity on weekly basis.Input SPSP data as required in delegated capacity from Registered Nurse.Participate in other research/ survey activity as required but on infrequent basis. |
| **12** | **Freedom to act**Working under direct/ indirect supervision of Registered Nurse at all timesDelegated duties to be undertaken according to Standard Operating Procedures, plans of care written by Registered Nurses, local and national policiesActs and reacts on own initiative, adapting to variety of situations that may be presented as a result of changing clinical and departmental scenarios. |
| **13** | *Physical effort*Required to adapt to different shift patterns as required within European Working Time DirectiveMoving and handling of stores and medical notes. Repetitive up and down from chair to pass on information. |
| **14** | *Mental effort*Care for and observation of patients requires concentration, a daily part of roleWork within multidisciplinary team which may have inherent tensions due to differing prioritiesRequired to prioritise work and multi-task activities on daily basis, frequently (more than half of shifts) in very busy environment with competing demands |
| **15** | *Emotional effort*Exposed to distressing or emotional circumstances on a variable basis, up to several times a week. Always has Registered Nurse to seek advice from., examples:Care for patients who present with behaviours that can be challenging e.g. substance misuse, mental health issues, complex learning disabilitiesCare of terminally ill patients and their significant othersSupporting patients who are facing lifestyle changesOccasionally exposed to confused or violent patients |
| **16** | *Working conditions*Care of patients in acute surgical admission setting.Working in confined/ restricted space in unit areas on daily basisDemonstrates adherence to NHS Grampian, local, national, COSHH and Health and Safety policies and procedures |

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| **PERSON SPECIFICATION** |
| **POST/GRADE**: **Receptionist / Band 2****LOCATION: Aberdeen Royal Infirmary****WARD/DEPARTMENT: ARI, Main Theatre Suite** |
| **GENERAL REQUIREMENTS** |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. |
| **Factor** | Essential | Desirable |
| Qualification & Experience | * Minimum of 5 Standard Grades or equivalent
* Working knowledge of Windows.
* Good keyboard skills.
* Previous admin and reception experience.
* Telephone communication dealing with queries
* NHS Experience in admin role
* Knowledge of PMS/associated hospital systems
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| Personal Qualities | * Organisational ability
* Problem Solving skills
* Ability to work on own initiative
* Excellent time management
* High level of integrity
* Ability to work in a challenging and busy environment whilst meeting tight deadlines
* Able to work as part of a team
* Demonstrably reliable, flexible and self motivated
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| Physical Skills | * Ability to accurately and quickly use keyboard
* Ability to move and handle files and notes as and when required
* Ability to work predominately 12 hour shifts
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| Knowledge and Skills | * Ability to follow complicated instructions related to a range of work procedures and practices
* High degree of accuracy and attention to details
* Be able to work unsupervised
* Good communication and interpersonal skills
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| Mental Effort | * Ability to concentrate for occasional prolonged periods
* Ability to sustain a high degree of accuracy
* Ability to deal with frequent interruptions
* Ability to maintain composure in difficult situations
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| Working Conditions | * Potential risk of exposure to physical/verbal aggression
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| Emotional Effort | * Ability to work in a pressurised environment and prioritise conflicting demands
* Ability to deal with service users and sensitive, understanding manner and to maintain confidentiality
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| Particular requirements of the post | * Compliance with the Induction Standards and Code of Conduct of Healthcare Support Workers.
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