

**NHS GRAMPIAN
JOB DESCRIPTION**

SECTION 1

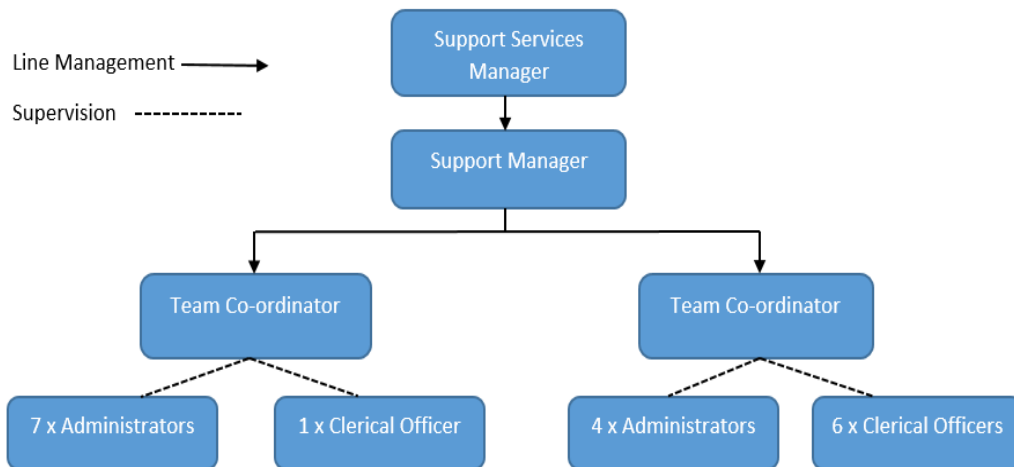
JOB IDENTIFICATION	
Job Title:	Receptionist/Clerical Officer
Job ID:	IR148792
Department(s):	Aberdeen City Health and Social Care Partnership
Location:	Community Health and Care Village, Frederick Street, Aberdeen and other city based locations (as required)
Hours:	37.5 hours per week
Band/Salary:	Band 2 £23,362-£25,368 per annum(pro rata)
Contract:	Permanent

1. JOB PURPOSE

To provide a comprehensive, efficient and effective Reception/Clerical service within the AHP Administration team, predominately supporting the AHP services based at Aberdeen Health Village.

This post plays a key role in supporting staff and visiting clinicians to ensure patients receive excellent care during their attendance to the department.

2. ORGANISATIONAL POSITION



SCOPE

The Business Support Team is a large citywide team, supporting AHSCP premises and clinical services across a number of City based locations. The AHP Administration team is one of eight sub teams within the Business Support team, providing support to AHP clinical specialities at the following bases:

Aberdeen Community Health Village

3 x Band 4 Team Co-ordinators

6 x Band 3 Administrators – Service aligned

6 x Band 2 Receptionist/Clerical Officers – cross service support

Woodend Hospital

2 x Band 3 Administrator – Service aligned

1 x Band 2 Receptionist/Clerical Officer – Service aligned

Bridge of Don Clinic

1 x Band 3 Administrator – Service aligned

Airyhall Clinic

1 x Band 3 Administrator – Service aligned

City Hospital

1 x Band 3 Administrator – Service aligned

5. MAIN DUTIES/RESPONSIBILITIES

The job holder will liaise and work closely with clinical services and administrative staff within the AHP Administration team and all sub teams line managed by the Business Support Team (as outlined within the scope section above) as appropriate.

The job holder will provide reception cover and clerical support to the clinical teams, working alongside their Clerical colleagues, the Administrators, Team Co-ordinators and Support Manager, to ensure all appropriate clerical and administrative duties are carried out in a timely and efficient manner.

The job holder must be able to work in a logical, methodical and diligent manner.

The job holder will assist the Administrator, Team Co-ordinator, and Support Manager during periods of planned and unplanned leave within the team, including providing cover for colleagues and undertaking a variation of tasks, dependant on the requirements of the team/service.

The job holder will support and assist with regards to Health and Safety, taking responsibility to report any maintenance/estates issues via the appropriate channels.

General Clerical/Patient Administration

The post holder will be required to undertake the following tasks:

To use PMS (Patient Management System) to access, process and print referrals for triage by relevant health professionals, whether on paper or electronic.

To use PMS System to register patients and to ensure all patients' demographic and personal details are accurate and up-to-date, correcting any errors or omissions.

To make new and follow-up out-patient appointments whether direct or using Patient Focused Booking, ensuring patients are booked in accordance with current waiting time guarantees.

To deal with patient cancellations and reschedule appointments appropriately according to new ways rules.

To ensure all patient information regarding cancellations/unable to attend, is updated correctly and patients removed from waiting lists as appropriate according to department/clinician instructions.

To deal with emergency demands for appointments promptly and effectively.

Use PMS to correctly record patients attendance/non attendance at clinic, outcome of attendance and any procedures carried out according to clinicians instructions and any other information required by NHS Grampian.

To display waiting times in the clinic that day and communicate any reasons for delays or changed availability in a courteous manner to all patients.

To collate at the end of each clinic and provide information to medical staff the names of patients who did not attend, to ascertain if any further appointment is necessary.

To liaise and be responsible for booking/amending patient transport with Ambulance Department where appropriate.

To accurately record information within clinical databases/spreadsheets.

To accurately complete copy typing of patient/GP letters and/or ECCI letters.

To complete all other appropriate administrative workload as directed by Team Co-ordinator/ Support Manager(s).

Reception

Meet and greet patients and visitors to the department in a pleasant and polite manner redirecting as appropriate.

To provide patients with general assistance, including signposting to the correct dept/service, assisting with patient travel queries, appointment enquiries etc.

Telephone Triage

To answer all telephone calls promptly and politely, ensuring queries are on passed to clinical and administrative colleagues without delay.

To ensure the telephone is covered at all times, e.g. when moving onto a new task, ensuring cover is organised.

Records Co-ordination

To fulfil all clerical/administrative tasks and to prepare each set of case notes for clinic.

To ensure all information relevant to the out-patient appointment is recorded accurately in the case notes.

To ensure records are filled/retrieved and tracked electronically and scanning records where appropriate and following adherence to NHS management policy guidelines.

Provide Clinicians/Management/Admin staff with correct reports regarding clinic activity as required.

Maintain and update clinical and non clinical filing and patient management systems.

Organise and retrieval of information from medical and other records as and when required in accordance with legislation, policy and procedure.

Archive clinical and non clinical records in accordance with NHS Grampian Records Management Policy.

6. ITEMS AND EQUIPMENT

PC/Laptop

Desktop Printers/MFD's

Kodak Scanners

Laminator/Guillotine

Telephone/Switchboard

PMS (Patient Management System)

MS Office – incl Word, Excel, Power point etc

NHSG Intranet, internet

Pecos (internal ordering system)

Datix (internal incident reporting system)

SSTS (internal payroll system)

E-mail/Outlook

ECCI (internal patient correspondence system)

SCI Gateway

All other appropriate systems, as directed

7. DECISIONS AND JUDGEMENTS

The job holder makes decisions regarding appointments, cancellations, non- attendance ambulance service etc.

The job holder can make decisions on updating patient details on the PMS System.

8. COMMUNICATIONS AND RELATIONSHIPS

Within own unit – Patients, administration team, nurses, clinical staff, service management and line management.

With other units – Daily communication with -

Records Department, ARI and peripheral hospitals - for patient notes

Labs. + Radiology - for test requests and results for medical staff

PMS Administration Team

GP Surgeries – queries regarding patients details

Peripheral Hospitals

Ambulance Depot – ordering and confirming patient transport

9. PHYSICAL DEMANDS OF THE JOB

Accurate keyboard skills.

Dealing with anxious and possibly emotionally distressed patients/relatives

Moving and handling heavy boxes of patients notes.

Pushing records trolleys throughout department.

Manoeuvring patients in wheelchairs – as appropriate.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The job holder must have a patient, caring, sympathetic, tactful and diplomatic approach to patients/staff/relatives and place paramount importance on confidentiality of patients' data.

The job holder must be able to work under pressure in a busy clinic area with conflicting demands on their time from patient's/Clinicians/Nursing and other administrative staff.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Education

- Educated to standard grade level (to include English).

- SVQ II or equivalent administrative qualification.

Experience

- Demonstrate current experience in a busy reception/office environment
- Proficient in the use of IT scheduling systems
- Previous NHS Experience.
- Experience of a patient scheduling system

Skills

- Excellent Interpersonal and Communication skills – both written and verbal, able to interact positively with public and users of the service together with other team members whether administrative or clerical
- Ability to communicate effectively and sensitively e.g. with people who have communication difficulties.
- Ability to cope with challenging people – of all ages and abilities.
- High level of accuracy and attention to detail.
- Ability to prioritise workload. Being capable of working on own initiative or as part of a team.
- Ability to handle sensitive situations i.e. patient complaints, distressed patients or relatives.
- Good keyboard skills.
- Ability to manage heavy diverse workload and to work in a logical, methodical and diligent manner.
- Friendly, patient, self-confident.
- Ability to work unsupervised, use own initiative and referring queries when appropriately
- Non-clinical manual handling skills required for stores orders, alongside safe and effective use aids and equipment
- Ability to cope with change in workload, i.e. providing cover for colleagues during leave/taking on additional responsibilities, as requested.

PERSON SPECIFICATION

POST/GRADE: Receptionist/Clerical Officer

LOCATION: Aberdeen City Health Village (and other AHSCP City locations)

WARD/DEPARTMENT: Administration

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. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

GENERAL REQUIREMENTS

Factor	<u>Essential</u>	<u>Desirable</u>
Qualification & Experience	<ul style="list-style-type: none"> ▪ SVQ Level 3 Admin or equivalent education. ▪ Educated to Standard Grade – including English ▪ Current experience in a busy reception/office environment ▪ Experience of working with the general public ▪ Proficient in the use of Microsoft Office and Email systems 	<ul style="list-style-type: none"> ▪ Previous NHS experience ▪ Experience of IT scheduling systems ▪ Experience of patient scheduling system ▪ ECDL qualification
Circumstances & flexibility	<ul style="list-style-type: none"> ▪ Proven ability to work in a team environment ▪ Proven ability to multi-task and problem solve ▪ Proven ability to be adaptable to an ever changing environment ▪ Flexible - as may be requirement to work at other locations across Aberdeen City, often at short notice ▪ Proven ability to cope with stressful environments/unplanned increase in workload/demand ▪ Must be able to demonstrate reliability, excellent time management and organisational skills 	<ul style="list-style-type: none"> ▪ Ability to work in a flexible manner to accommodate leave
Particular requirements of the post	<ul style="list-style-type: none"> ▪ Excellent Communication and Interpersonal skills ▪ Excellent keyboard skills, including competent use of Microsoft Office (Word, Excel, PowerPoint etc) ▪ Proven ability to prioritise own workload. ▪ Demonstrate accuracy and attention to detail. 	<ul style="list-style-type: none"> ▪ Knowledge and experience of Fire Warden/First Aid

	<ul style="list-style-type: none"> ▪ Ability to handle sensitive situations with tact and diplomacy i.e. patient complaints, distressed patients or relatives. ▪ Ability to follow complicated instructions related to a wide range of work practices and procedures ▪ Professional attitude towards work ▪ Confidentiality ▪ Outgoing personality ▪ Cheerful disposition ▪ Smart appearance 	
Level of Disclosure check required	NONE	