#### **JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
|  Job Title: **Rehabilitation Clerical Officer/Receptionist**Responsible to (insert job title): **Rehabilitation Admin Manager**Department(s): **Therapy & Rehabilitation**Directorate: **Women, Children and** **Clinical Services**Operating Division: **Acute Services**Job Reference:Hours per week: **15 hours** Last Update (insert date): **April 2019** |

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| 2. JOB PURPOSE |
| To provide comprehensive reception and admin support to the Allied Health Professions rehabilitation staff, within the Therapy & Rehabilitation Department and satellite areas within Fife thereby contributing to the maintenance and improvement of quality of patient care. |

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| **3. DIMENSIONS** |
| Therapy & Rehabilitation Staff: QMH 104, VHK76Patient activity for Therapy & Rehabilitation Department: 101,100 QMH /90,000 VHK |

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| 4. ORGANISATIONAL POSITION |
| Admin Services ManagerSupervisorInformation OfficerOrthotics Dept QMH/VHKB3 1.74PA to General Manager WCCSB4 1.0VHKRehab ReceptionB2 1.43QMH Rehab Reception B3 0.83B2 1.63MSK Hub WMBB3 1.0B2 3.54PA to Head of Therapies & RehabB4 1.0Secretarial Services QMH/VHKB3 3.04 |

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| 5. ROLE OF DEPARTMENT |
| Therapy & Rehabilitation consists of 6 Allied Health Professions: Nutrition & Dietetics, Physiotherapy (including Advanced Practitioners), Podiatry, Occupational Therapy, Speech & Language Therapy and Orthotic staff, who are supported by administration teams, working cohesively to ensure that an individual and multidisciplinary approach is taken when assessing and rehabilitating patients. Therapy and Rehabilitation operates its own Medical Records, Secretarial, and information systems.  |

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| 6. KEY RESULT AREAS |
| * Support the management of referrals, including waiting list management to ensure appointments are made in line with national waiting times
* Provide a high quality reception service for the Therapy & Rehabilitation Service. Book patients in and make review appointments.
* Deal tactfully and efficiently with telephone, face-to-face enquiries from patients, all staff groups, relatives, carers and outside agencies, using initiative to resolve routine queries. Be aware of barriers to understanding and know when to seek help.
* Data Inputting - to input/update accurate patient information
* To maintain efficient filing for various systems within the department and to file and retrieve relevant therapy patient records when patient attends for treatment.
* To undertake photocopying and distribution duties as required, ensuring that information is correctly and timeously sent and to dispose of confidential waste in accordance with NHS Fife policy
* Extract patient statistics from database to pass to Rehabilitation Administrator for collation.
* Monitor non contacts of patients and pass to relevant staff for authorisation to discharge
* Arranging maintenance and repair of electrical equipment as requested by clinical staff
* Order stock and stationery items and maintain stock levels.
* Order wigs and hairpieces on behalf of the orthotic service using PECOS system. Record and monitor number of appliances issued.
* Casenote tracking.
* Cover duties of other admin & clerical staff during sickness or leave.
* Any other clerical/administrative duties required within Therapies & Rehabilitation.
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| 7a. EQUIPMENT AND MACHINERY |
| * Computer
* Photocopier/scanner
* Shredder
* Laminator
* Telephone
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| **7b. SYSTEMS** |
| * Therapy & Rehabilitation Patient Records Systems/Archived filing systems for the 6 professions (Paper & Electronic)
* Electronic Patient Administration System (Trakcare)
* AHP Patient Administration System
* Electronic Data Storage: Excel, Word, PowerPoint
* Medical Records
* Microsoft Outlook
* Case note tracking system.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work originates from Therapy & Rehabilitation staff and other Health Professionals. Job holder prioritises work on a daily basis. Advice is given regarding urgency but post holder must use initiative regarding time management. Supervisor is available for advice and guidance. Support is provided by Admin Services Manager/Office Supervisor at monthly meetings and at annual review. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The postholder must be able to prioritise workload. Must be able work on own initiative. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The typical problems faced on a daily basis are related to the number of staff for whom work is undertaken and the various areas which require administrative support. This will be resolved by good time management on the post holder’s part and by communicating any potential workload difficulties to the staff concerned or the Office Supervisor/Manager. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Within Own DepartmentDaily contact with team members, i.e. Therapy & Rehabilitation staff and other health professionals by telephone/face to face, for appointments and general enquiries.**With Other Unit/Division/Departments**Ad hoc contact with administrative/medical secretaries.ProcurementParamedic staff in other hospitalsGPs**External to Health Service**Daily face to face/telephone contact with patients, relatives, and carers dealing with enquiries and giving basic advice. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical Skills* Keyboard skills for data inputting and typing (daily).

Physical Demands* Combination of sitting standing (typing, data input, filing and retrieval of records).
* Mental Demands
* Occasionally interrupted and taken away from current task

Emotional Demands* Rare

Working Conditions* Daily VDU use
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Standard grade English and MathematicsRSA1 typing qualification or equivalent experienceExperience working in a busy office preferably within a hospital environmentGood interpersonal skillsKnowledge of Microsoft Office Experience working in a receptionGood planning and organisational skillsA level of English Language competency and communication skills necessary to perform this role safely and effectivelyMandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice.  |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |