
JOB DESCRIPTION

Oxford Health NHS FT

Job Title: **Receptionist/Administrator**
Band: 4
Responsible to: Reception and Administration Manager
Accountable to: Practice Manager

Place of work: Luther Street Medical Centre, Luther Street, Oxford

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Creation Date: 13 February 2024
Last Updated:
Document Ref: IJES 96165
Version: Final

JOB PURPOSE

During working hours (08:00-18:30hrs) the Receptionist/Administrator will assist with general duties under the direction of the Reception and Administration Manager, ensuring that a professional, efficient, and safe service is provided to staff, patients and the public at all times.

This role requires the use of a combination of communications equipment and information systems to deliver a strong and professional single point of access.

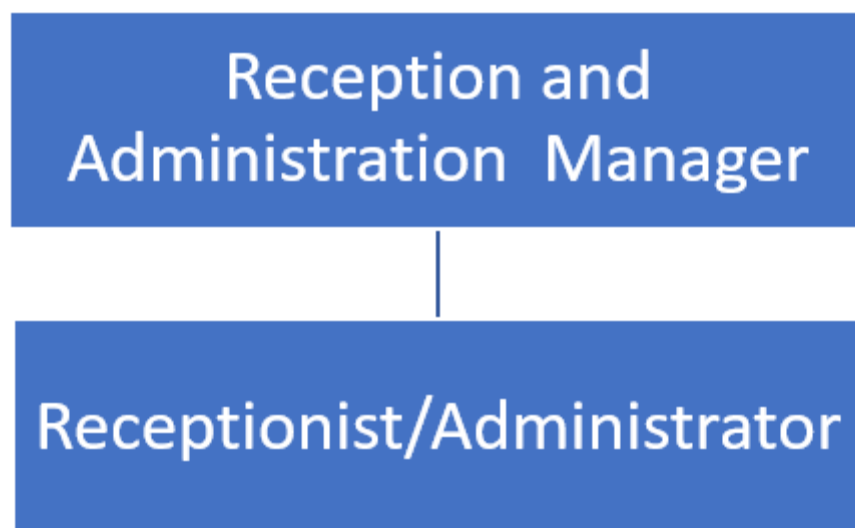
Receptionist/Administrators will not be involved in making clinical decisions and there are strong procedures to guide them through situations that might otherwise seem 'grey'. Initiative and a certain level of autonomy will be required, and support will be provided.

DUTIES AND RESPONSIBILITIES

- Receive calls to the Trust in a courteous and helpful manner. The postholder will be required to have excellent communication skills, be calm and reassuring. As callers may sometimes be in a distressed state, this role demands strong interpersonal skills coupled with compassionate assertiveness.
- To perform general office duties including responding to email and phone enquiries, answering the telephone, taking and recording messages accurately, responding to queries appropriately, following Trust procedures and protocols.
- The post holder will be required to be well spoken with good telephone manners including a clear voice.
- To undertake training in new skills required for the effective operation of Reception and Administration functions and to maintain those skills in line with supervision and appraisal.
- To manage incoming / outgoing post including signing and recording of mail, medication, and other sundry supplies.
- To ensure confidentiality and security of patient data, staff and carers' information is maintained in line with Trust Policy.
- To exercise due diligence in maintaining the security of self, colleagues, patients, trust equipment and materials in accordance with Trust policies and procedures.
- To ascertain from Service Users, Carers and Referrers the level of urgency of their enquiry and direct them to relevant staff and services appropriately
- To gain a high level of competence in the use of the key clinical systems (including EMIS and Docman) so that documents and information are processed with the highest levels of accuracy and confidentiality.
- To efficiently process requests for repeat prescriptions, liaising between patients and clinical staff to ensure the timely provision of repeat medication following agreed protocols.
- In liaison with clinical staff to co-ordinate, manage and book patient referral appointments using the EReferral Service
- To process and monitor the progress of referrals to secondary care and other providers.
- Administer the processes to return and receive patient paper records including the amalgamation of the notes.

- To complete the registration of new patients supporting patients as needed.
- To chaperone clinical staff in appointments – training will be provided.
- To undertake other reasonable duties in accordance with the needs of the service and appropriate to the scope of the role.
- To assist with the operation of emergency systems e.g. bleeps, panic alarms, pagers and fire systems
- Any other duties in consultation with Reception and Administration Manager and Practice Manager

STRUCTURE CHART



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code, and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored, and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 4		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<ul style="list-style-type: none"> • Good interpersonal skills, face to face and telephone manner • Good literacy and numeracy skills • Proven experience of working in a receptionist and or office environment • Experience of using office computer programmes including Word, Excel and Outlook • Experience of working in a Team • Ability to deal with the public in a polite and professional manner. 	Knowledge of EMIS and Docman Clinical Systems

	<ul style="list-style-type: none"> • Ability to problem solve and prioritise workload. • Organisational skills 	
Qualifications – Academic/Skills/Professional	<ul style="list-style-type: none"> • Higher education (i.e. A Level and or RSA NVQ Level II standard) or equivalent. • Good general level of education (minimum GCSE Grade or equivalent 5-9 • Proven high level of IT competency 	
Further Training or Job Related Aptitude and Skills	<ul style="list-style-type: none"> • Understanding of the need for confidentiality • Customer focused approach • Able to work to under limited supervision. • Emotional resilience 	
Experience	<ul style="list-style-type: none"> • Previous experience in an administrative office role. 	<p>Previous experience in a GP practice or healthcare setting</p> <p>Experience of working with patients with mental health and drug and alcohol problems leading to challenging behaviour</p>
Contractual Requirements or other requirements	<ul style="list-style-type: none"> • 	Ability to travel between sites