



University Hospitals Birmingham
NHS Foundation Trust

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

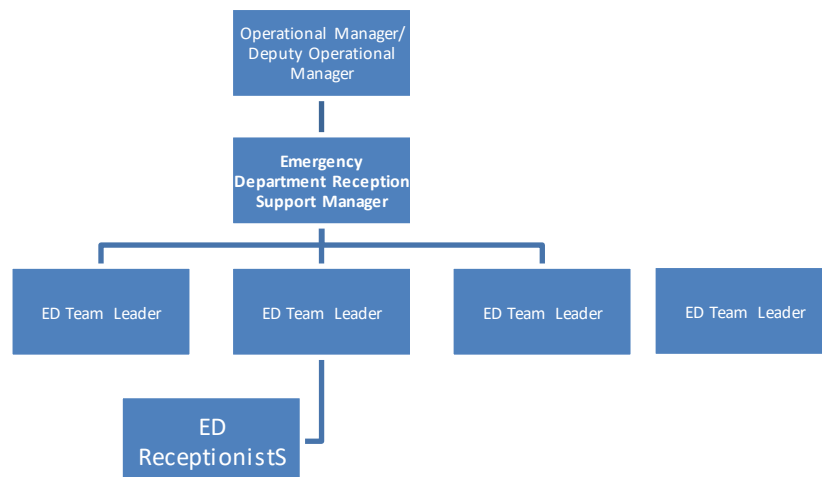
Job Title	Emergency Department Reception Team Leader
Pay Band	4
Department	Patient Administration – Emergency Department
Division	Corporate
Reports to	Department Team Leader
Professionally Responsible to	Emergency Department Clerical Support Manager

JOB SUMMARY

Act as the Team leader for a group of staff who are the main communication/registration point for all patient and visitors either self-presenting, GP referral, on advice of NHS 111 or other NHS Trust Hospital referral at University Hospitals Birmingham Emergency Departments and to undertake all the administrative and clerical duties. To support the clinical and non-clinical functioning of the ED. To become compliant in the Trusts IT systems to carry out the daily duties expected of an ED team leader in order for the business and operational nature of the service to flow effectively.

To provide full administrative and clerical duties to support the functioning of the departments and the multidisciplinary team. Ensuring adequate cover at all times to support the needs of the service.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Excellent influencing and negotiating skills.
- Good communication skills both oral and written (E)
- Excellent face to face verbal communication skills e.g. With anxious, distressed, verbally and physically abusive patients/visitors (E)
- Demonstrate negotiating skills both with patient/visitors or colleagues
- of all levels (E)
- Ability to remain impartial and maintain confidentiality (E)
- Ability to work under pressure and cope with demanding workload (E)

KEY RESPONSIBILITIES

- To advise, support and operationally line manage a team of ED reception staff on a daily basis ensuring adequate coverage of duties across a defined area, including signing of staff time sheets.
- To be responsible for the day to day supervision of clerical staff within ED, ensuring that they meet and maintain the required standard and output of work.
- To ensure high quality reception duties through welcoming and greeting patients, relatives, staff and visitors is adhered to within the department. Ensure staff members are professional and courteous and deal appropriately with enquiries ensuring each is followed up and responded to.
- To take responsibility for the allocation of workloads in ED Reception ensuring workloads and quality levels are monitored through Performance Management under the direction of the ED Reception Manager.
- Plan work schedules/rotas on a regular basis ensuring adequate staffing levels are maintained, taking into account annual leave, sickness absence, staff training etc.
- Operationally managing resources and changing processes to achieve required standards, raising any performance issues with the ED Reception Manager.
- To coordinate and carry out 'on the job' training and instruction of locate agency staff / new reception staff in the correct use of PAS and other administrative functions.
- To monitor the quality of the teams data entry in line with metrics set out by the Data Quality Manager, operationally managing resources and changing processes to achieve required standards, raising any performance issues with the ED Reception Manager.
- To implement Trust policies e.g. H&S and informal stages of HR policies of the Sickness Attendance Management, Disciplinary and Grievance.
- To perform yearly Appraisals for each team member in line with Trust Policy, including six monthly reviews. Ensuring all staff including new employees has their training and developments needs identified and met.
- To initiate and complete electronic RTA & personal injury claim records from the DWP. Checking and recording information from Trust databases in a timely manner.
- To maintain and complete electronically staff attendance records ensuring accurate times are recorded to ensure correct salary payment to staff.
- To ensure scanning procedures are followed by staff and to check on a daily basis any missed images are located & scanned appropriately.
- To be jointly responsible for organising and ensuring appropriate levels of cover during bank holiday and Christmas periods.
- To ensure that the appropriate level of cover is maintained, arranging cover for short notice

leave and liaising with ED Sister/Security/Matron as appropriate.

•To ensure appropriate documentation provided for all Aeromed patients (QEHB) and that data is collected and recorded within the Trust and RCDM guidelines. To provide statistical on Aeromed activity as required.

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:

PERSON SPECIFICATION

JOB TITLE:	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Numerate and Literate Pass in English Language GCSE or equivalent 	<ul style="list-style-type: none"> NVQ level 3 Administration or equivalent commensurate experience
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to manage workload Experience with customer service PAS system experience, customer care, relevant senior administrative experience, experience of leading Purpose of the NHS and its objectives (E) 	<ul style="list-style-type: none"> Previous experience of managing a team Previous NHS employment Reception experience

<ul style="list-style-type: none"> teams, keyboard skills, clerical and organisational skills 	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Methodical and accurate Team working and working to own initiative Good working knowledge of computerised systems & ability to learn quickly Confident telephone manner maintaining Patient Confidentiality and Data Protection issues Proficient in Microsoft Access, Excel & Word. 	<ul style="list-style-type: none"> Confident telephone manner maintaining Patient Confidentiality and Data Protection issues
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to work shifts including weekends/Bank Holidays 	

