

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Jonathan Brotherton



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 handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton  
Chief Executive Officer

## JOB DESCRIPTION

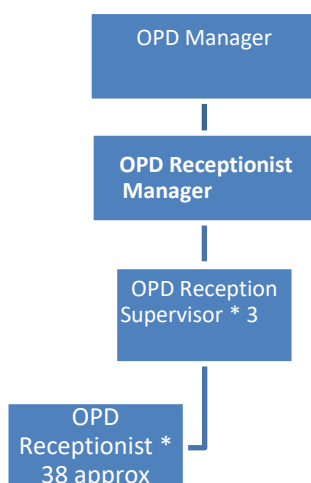
<b>Job Title</b>	OPD Receptionist – Clinical
<b>Pay Band</b>	2
<b>Department</b>	Outpatients QEHB
<b>Division</b>	Corporate
<b>Reports to</b>	Supervisor/Line Manager
<b>Professionally Responsible to</b>	

### JOB SUMMARY

To provide an efficient receptionist service to all visitors attending the UHB Outpatients Departments/Clinics and maintain a sensitive friendly approach.

Working on the reception desk meeting and greeting service users, dealing with general enquiries, directing and booking in patients appropriately, answering the telephone and carrying out administrative duties.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

### KEY RESPONSIBILITIES

- To welcome staff, patients and visitors in a friendly and Professional manner, dealing with enquiries appropriately
- Recording patient information accurately
- Dealing with care records ensuring patient records are available and in order for the start of clinic
- Cross reference appointment lists identify patients who do not attend and escalate appropriately
- Receive and open incoming post and take action as required
- Review and action electronic correspondence and disseminate appropriately including faxes ensuring that Trust Guidelines are followed
- Photo copying and distribution of copies as instructed by Line Manager
- Undertake filing
- Answering the telephone in a courteous manner dealing with enquiries and recording all messages accurately and referring on appropriately
- Maintain confidentiality of records on the telephone, in conversation and in writing

- Ensure the reception area is kept tidy
- Organise ordering of stationary and storage
- Report any problems to line manager as appropriate
- Responsible for arranging patient transport, interpreters as and when requested
- Chasing test results from other departments and secretaries

#### **Communication**

- Liaise with clinical and non - clinical staff, Patients and service users
- Provide excellent telephone skills
- Accurately record telephone messages and other enquiries and refer as appropriate
- Provide effective communication and problem solving both face to face and via telephone
- Be sympathetic and sensitive to the requirements of staff, Patients and service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour
- Attend admin team/departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively

#### **Analytical and Judgemental Skills / Freedom to Act**

- Deal with day to day enquiries such as appointments lists, clinics, tests results, arranging follow up appointments, recording non-attendance etc.
- Signpost patients appropriately to relevant departments
- Ability to recognise situations that should be referred on to the Supervisor/ Line Manager and take prompt and appropriate action for example delay in clinics

#### **Planning and Organisational Skills**

- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Organise patient records appropriately, ensuring notes are in good order and are available prior to clinic by checking against clinic list
- Undertake work that has been prioritised by the Supervisor/Line Manager

#### **Patient Client Care**

- Check patients into clinics and record their arrival
- Where required organise completion of any relevant documentation
- Enter/amend patient details onto relevant systems
- Track patients who do not attend their appointment and report as required
- Provide patients with support, non-clinical advice and information on a range of issues including appointment queries, delays to appointment times etc.
- Signpost patients to other departments as necessary
- Explain all relevant administrative procedures to patient to include for example booking follow up appointments, arranging transport and travel expenses
- Arrange interpreters, Outpatient appointments and Patient transport as appropriate

#### **Policy and Service Responsibilities**

- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

#### **Responsibility for Financial and Physical Resources**



- Have a personal duty of care for all equipment and resources used
- Maintain stock control of stationery/clinical supplies Responsibility for Staff
- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new/less experienced staff Responsibility for Information
- Be responsible for confidentiality in line with Trust policy and procedures
- Accurately input data/confidential data using a variety of Trust IT systems in a timely way. Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems as required
- Ensure all information held is kept up to date and available
- Maintain a confidential and efficient filing and maintenance system
- Be responsible for the quality of information
- Photocopy and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Provide information/produce basic routine reports at an appropriate level under supervision
- Be responsible for the lifecycle management of records in paper and electronic form
- Participate in the on-going archive process for paper care records

#### **Patient Records Duties:**

- Be responsible for all aspects (as identified) in relation to paper and electronic care records preparation, such as verifying patient demographic details and making up patient and clinic files as required
- Be responsible for case notes prior to the appointment this involves forwarding the notes to the medical staff in clinic when the patient arrives and accountability for notes remaining after the clinic which includes did not attend (DNA's)
- Be responsible for filing information into appropriate patient care records
- Maintain an attendance sheet recording attendees and DNA's

#### **BUDGETARY AND RESOURCE MANAGEMENT**

- Have a personal duty of care for all equipment and resources used
- Maintain stock control of stationery/clinical supplies
- Responsibility for Staff

#### **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new/less experienced staff

#### **RESEARCH AND DEVELOPMENT**

- Undertake surveys and routine audits of own work as and when required.

#### **EFFORT**

**Public facing patient focussed role dealing with high numbers of Patients and Visitors.**

#### **TRUST VISION & VALUES**

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

<b>JOB TITLE: Outpatient Receptionist</b>	
<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Good General Education (e.g. GCSE English and Maths A-C) GCSE Level 9-4</li> </ul>	
<b>EXPERIENCE &amp; KNOWLEDGE</b>	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of dealing with the Public/Customer service experience</li> <li>• Experience of working with a range of Microsoft E Office packages (eg. Word, Excel and Outlook)</li> <li>• Experience of using IT systems</li> <li>• Experience of working in a busy office / customer care environment Experience of working in Healthcare</li> </ul>	Experience of working in Healthcare
<b>SKILLS &amp; ABILITY</b>	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Good communication / customer care skills both written and verbal demonstrating sympathy and compassion</li> <li>• Standard keyboard / IT skills</li> <li>• Good organisation skills and ability to multitask</li> <li>• Good time management skills</li> <li>• Ability to deal professionally with enquiries from staff, service users and stakeholders</li> <li>• Ability to problem solve</li> <li>• Understand confidentiality and apply the principles in every day working practice</li> <li>• Ability to pay attention to detail where there are predictable interruptions to the work pattern</li> <li>• Ability to deal with stressful situations and sensitive issues</li> </ul>	

OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Work effectively and flexibly as part of a team to meet the needs of the services</li> <li>• Confident in dealing with people at all levels</li> <li>• Must be able to demonstrate an understanding of equality and diversity</li> <li>• Mature open and flexible approach to work</li> <li>• Demonstrates care and compassion</li> <li>• Ability to work under pressure and deal with stressful situations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to handle cash</li> </ul>