

NHS
University Hospitals of North Midlands
NHS Trust

Job Description and Person Specification

PROUD TO CARE

Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Women's, Childrens and Diagnostics

Job Title : Helpdesk Reception Administrator

Band: 2

Location: UHNM

Hours: 37.5

Managerially accountable to: Imaging Reception / Helpdesk Team Leader

Professionally accountable to: Directorate Manager

Role Summary

To Provide efficient administrative support within the Imagaing Reception Team.Dealing with enquiries and receving patients at reception in a professional and courteous maner. As part of the administrative support structure, the post-holder is responsible for adhering to the Trust's Access Policy and Standard Operating Procedures.

Key Areas/Tasks

Communication & Relationships Skills

There is a requirement to exchange verbal and written information with patients, staff and carers, requiring tact and diplomacy.

- To ensure any necessary information is disseminated in a timely and appropriate manner, using electronic, written and verbal processes.
- To maintain effective communication and working relationships within the Directorate, Division and Trust.
- To respond to requests for information from other departments, providing assistance and feedback in a prompt and efficient manner.
- To observe absolute confidentiality on all information obtained during the course of work.
- To gain approval from the Junior Operational Support Manager prior to booking annual leave, to ensure the service is covered, effectively giving 6 weeks' notice.
- To ensure that all duties are undertaken in a professional manner.
- To organise and prioritise work when required.
- To assist in providing cover during times of annual leave and sickness.

Knowledge, Traning & Experience

- To ensure all request cards have been entered onto the CRIS system and that all electronic requests are processed in a timely manner.
- To ensure all incoming post is date stamped and dealt with according to its priority.
- To deal with outgoing post in a timely manner and to ensure correct details are included in any letters.
- To deal with all phone calls into the department in a professional manner, responding to enquiries and updating records accordingly.
- E- faxing of reports to GP surgeries and Consultants as required.
- To respond to emails and to be responsible for managing the Imaging group inboxes.
- Reception duties and the booking in of patients.
- To Ensure all filling is kept up to date.
- To advise Appointment Schedulers of any cancelation slots that can be utilised for other patient appointments.
- To ensure that all duties are undertaken in a professional manner and the confidentiality of information is maintained at all times.
- To organise and prioritise work when required.
- To maintain simple computer based databases or spreadsheets from which data can be extracted, as required.
- To use computerised radiology information system (CRIS) to attend patients and use in conjunction with processes required by the Receptionist.
- To understand patient concerns and address these in an effective and sympathetic manner.

Planning & Organisational Skills

- To ensure the needs of the patient or staff within the Trust are identified and dealt with in accordance with defined procedures, in a professional and courteous manner.
- To organise and prioritise work when required, including the responsibility of ensuring that the waiting list is booked in order of age of request/priority.

Physical Skills

- Standard PC skills.
- Excel skills
- User for CRIS.
- User for Netcall.
- Microsoft Office package use

Information Management

- To use Medway and CRIS to obtain the necessary information required to perform the duties of the post

- To understand all areas of CRIS applicable for the purpose of the role so that tasks may be completed in a timely, accurate and efficient manner.

Freedom to Act

- The post holder will be required to manage their own workload and to use their initiative
- The post holder will be required to deal with routine enquiries.

Physical Effort

- Data inputting at a VDU screen is the majority of the job function and key board skills are used on a daily basis.
- During the course of the post holders duties you would be required to use all forms of office equipment, printers, faxes, photocopiers etc.

Mental Effort

- Concentration would be required when planning a patients pathway.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability

Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future'* with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Appointment Scheduler

Person Specification

	Specification	Criteria		Evidence
		Essential	**Desirable**	
Essential Qualifications	• Good standards of GCSE or equivalent experience (grades a-c/ 9-4)	✓		Application Form Certificates.
Experience.	• Handling confidential information, Microsoft office Suiet Reception Experience of working fast paced demanding administration enviorment • Experience of handling a high volume of Telephone calls	✓ ✓ ✓		Application Form Interview

			✓ ✓	
Knowledge, Skills and Training.	• Good standard of literacy and numeracy skills • Excellent Communication skills and ability to use initative • Excellent interpersonal skills	✓ ✓ ✓ ✓ ✓		Application Form Interview References
Personal Qualities	• Ability to work under pressure • Ability to work to deadlines • Team player enthusiastic / positive. • Ability to handle confidential information Approachable & pleasant manner Flexible approach to working to meet demands of the service including the ability to work out of hours working (evening and weekends within the various departments of imaging on a daily rotation basis. Smart Appearance Ability to sit for long periods of time • Ability to use DSE for long periods of time	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓	Application Form. Interview.