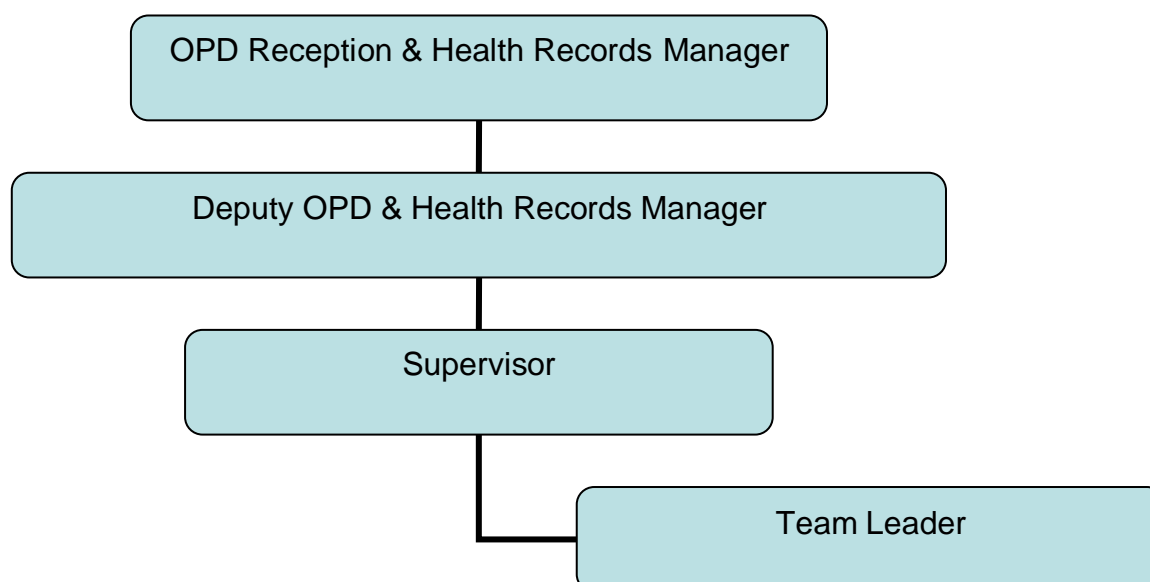


JOB DESCRIPTION

POST TITLE	Clerical officer /Receptionist
BAND	2
DIVISION	Diagnostics & Clinical Support
BASE	ELHT
REPORTS TO	Team Leader

ORGANISATION CHART**JOB SUMMARY**

The post holder will be responsible for the provision of a comprehensive and efficient Reception/Health Records Service to patients/service users within the East Lancashire Health Community, ensuring a high level of Customer Care whilst maintaining confidentiality at all times.

MAIN DUTIES - OUTPATIENTS

1. Act as first point of contact for all patients and visitors to the Department, providing a comprehensive reception and clerical Service to patients, relatives, carers, consultants and their teams.
2. Booking in patients attending outpatient clinics and issuing return appointments as directed by the consultant/nursing staff prior to the patient leaving the Department.
3. Identify potential Overseas Visitors and patients liable to pay for treatment at the point of referral/reception to the department, checking the residence status for all new patients for Overseas Visitors and inform the General Office Team as per the Overseas Visitors Policy and Procedure.
4. Prepare clinic case notes with specific attention to the data items required for commissioning purposes and data quality in line with the Trust's Clinical Records Policy, ensuring that all appointment details are entered onto the Patient Administration System (PAS).
5. Print referrals from the Choose and Book System/email system for patients attending forthcoming clinics.
6. Enter onto the Patient Administration System, at the end of each clinic the attendance, outcome, disposal and outpatient procedure code for each patient in line with departmental procedures.
7. Responsible for chasing missing attendances, outcomes and outpatient procedure coding for each patient in line with departmental procedures.
8. Provide print outs of future clinic booking planners for all clinic sessions via the Patient Administration System.
9. Print and allocate clinic lists for clinicians and nursing staff at the start of each clinic.
10. Undertake clerical work required for the receipt of private patients.
11. Handle petty cash
12. Work within the departmental shift patterns to cover the opening hours of the service, i.e. 8.00am – 8.00pm as and when required, including Bank Holidays

Health Records

13. Provide an accurate and effective filing and retrieval service for medical/obstetric casenotes.
14. Participate in the preparation and improvement of medical/obstetric casenotes for the Trust.

15. Locate and extract medical/obstetric casenotes for patients attending clinic and for elective and emergency admissions.
16. Request and ensure delivery of casenotes for patients either attending clinic or admission, from all departments within the Trust, other hospitals and offsite storage.
17. Prioritise own workload to ensure agreed daily timescales are met regarding the provision of casenotes.
18. Locate, extract, prepare and input data onto the Patient Administration System ensuring casenotes are delivered to wards for all emergency and elective admissions.
19. Maintain accuracy in the preparation of casenotes for admission and a clinic, ensuring all documentation is filed appropriately.
20. Input patient details onto the Patient Administration System and allocate obstetric casenotes for all new patients to the Trust.
21. Print and prepare location lists for clinics and elective admissions.
22. Close and archive medical casenotes by physically updating and dividing large casenotes into new volumes, ensuring the contents are filed accurately within the appropriate health record and electronically recorded.
23. Cull, prepare and record health records for offsite storage/destruction and redirect upon request.
24. Frequent physical effort is required for long periods during your shift, therefore all moving and handling guidelines must be followed and staff must attend all training courses as required by the departmental supervisor/manager.

**KSF Dimension
Communication
Level 2**

**Personal &
people
development
Level 1**

**Health, Safety &
Security
Level 1**

**Service
Improvement
Level 1**

**Quality
Level 1**

**Equality &
Diversity
Level 1**

General Duties

25. Adhere to departmental policies and procedures, updating personal records accordingly.
26. Participate in audits, showing commitment to continuous improvement of Data Quality, in particular ensuring that patients' details are kept up to date on the Patient Administration System and within the case note record, taking personal responsibility for the quality of service provided and to contribute towards and support service improvement.
27. General clerical duties including filing, faxing, photocopying, scanning and stationary stock control informing the relevant outpatient/Health Records personnel when stationary requires ordering.
28. Provide flexibility in terms of hours worked and hospital site in accordance with the needs of the service.

- 29. Responsible for the completion of Incident Reporting Forms as and when necessary.
- 30. Be available and aware of Major Incident Procedures.

31. Outpatient Duties Specific to Ante Natal

- 32. Register referrals and book appointments on the Patient Administration System and Radiology System.
- 33. Provide an accurate, efficient and quality telephone appointment booking service for patients in accordance with current practice and procedures.
- 34. Envelope appointment letters, identifying where patients require additional information or questionnaires and ensure these are inserted.
- 35. Enter details of Doctors annual leave, study leave, sick leave, audit and on-call duties etc. on the Patient Administration System and then Cancel/reduce clinic schedules, liaising with the patient by letter or by telephone in the case of short notice cancellations. Arrange for the Transport Department to hand deliver letters to patients for any short notice cancellations where telephone contact cannot be made.
- 36. Re-schedule cancelled appointments and ensure all cancelled follow up patients are seen within reasonable time from their original appointment date in line with the Trust's Access, Booking and Choice Policy as and when required, reporting any problems to the outpatient team leader/supervisor.
- 37. Cancel appointments and discharge patients on the Patient Administration System, liaising with radiology booking teams of pending scan appointments which require cancellation, in particular ladies who have miscarried during pregnancy.

COMMUNICATION

- 38. Book ambulance transport via the ambulance liaison service within the Trust for patients leaving the outpatient department as and when required.
- 39. Arrange when necessary the attendance of interpreter/link workers for patients who require communication assistance when attending clinics.
- 40. Liaise with external agencies, e.g. the Hospice, other NHS Providers providing information regarding clinic appointments and admissions, this involves verbal and electronic communication.
- 41. Respond to telephone enquiries, contact with members of the public and staff of all disciplines, with tact, sensitivity and confidentiality at all times.

42. Deal with the patient complaints in accordance with the Trusts Complaints Procedure.
43. Attend the monthly Outpatient/Health Records Communication Team Meeting and any relevant meetings prevalent to the area of work.

44. TRAINING AND DEVELOPMENT

45. Support and assist new members of staff during their training period.
46. Attend/complete all mandatory Trust Training and any sessions relevant to the job role, i.e. safer handling (non-patient), Conflict Resolution, Core Mandatory Training, Governance, Safeguarding Children, Diversity and Equality.
47. To participate in the Personal Development process and relevant training/education to meet development needs.

ORGANISATIONAL RESPONSIBILITIES

PROFESSIONAL RESPONSIBILITIES

- Maintain the confidentiality of any information obtained regarding patients and be aware of Data Protection and Freedom of Information policies.
- Adheres to the departmental dress code policy and Bare below Elbow policy when visiting clinical areas
- Adheres to departmental and Trust policies and procedures.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust’s Vision “*to be widely recognised for providing safe, personal and effective care*”:-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust’s vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

Clerical officer - Receptionist

Knowledge, Experience and Training required for the Post	Essential at Recruitment	Desirable/Developed within the Role	Measured By A – Application I – Interview P – Presentation T - Test
Qualifications	English Language GCSE or equivalent	Maths GCSE, Business Administration/ Customer Care NVQ Level 2 or equivalent.	A
Experience	Previous experience of working with IT systems or Microsoft Office. Previous experience in a customer care environment.		A/I
Knowledge and Skills	IT/ Keyboard skills Good verbal and written communication skills Excellent interpersonal and communication skills in order to deal with all disciplines on the telephone using empathy and negotiating skills Ability to cope, whilst dealing with constant interruptions in a busy environment		A/I
Personal Attributes	Willingness to learn new systems and processes Ability to work in a team Ability to demonstrate confidentiality and sensitivity when dealing with the public. Ability to work under pressure and use own initiative.		A/I
Other	Willingness to work between Trust sites as required.		A/I

	Willingness to work across the departmental shift patterns to cover opening hours of the service, i.e. between the hours of 8am – 8pm; including evenings, weekends and bank holidays.		
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EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Combination of sitting, standing and walking ,Inputting at keyboard for most of day; lifting, sorting, filing, general handling of case records; Pushing trolleys with patient notes, retrieving records	Daily	Duration of the shift		Trolleys, ladders, kickstools

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
yes	Every shift	More than 20 minutes, on each occasion	Sitting, use of keyboard, working in confined space in the library

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Preparing casenotes and letters for clinic, reception duties, pulling, filing and tracking notes	Daily	Intermittent times throughout the day
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Emergency situation, e.g Participate in the Major incident procedure Interruptions dealing with enquiries from patients, clinical teams both face to face and telephone	When required Daily	As long as necessary

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Occasionally deals with distressed patients	Direct	

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Occasional visits to on-site storage locations of health records (Dusty environment)	As required
Library conditions, confined spaces within library, dust environment	As required