

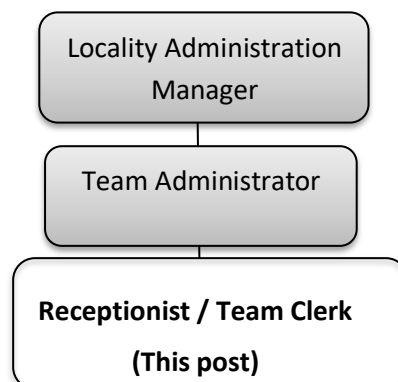
Job Description

Job Title	Receptionist / Team Clerk
Salary Band	Band 2
Service Area	North & East AMH, LD & DOPMH
Department	North Cornwall ICMHT & DOPMH

Job Overview

To provide reception and clerical support to the Integrated Community Mental Health Team (ICMHT) and Dementia in Older People's Mental Health Service (DOPMH), maintaining an effective and efficient delivery of mental health services. To provide cover in the absence of other staff. To maintain an efficient clerical support and reception service to the ICMHT/DOPMH in a busy and challenging environment.

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- Patients/Relatives/Carers/Members of the public
- Consultant Psychiatrists and Medical Staff
- Integrated Community Mental Health Teams
- Locality and Team Managers
- Other CPFT Staff
- GPs
- Social Services and Voluntary Agencies
- Other Trust staff/staff of Statutory and Voluntary Agencies

Management and Personal Development

- Provide cover for other administrative colleagues within the North and East Locality as necessary.
- General typing for the team and back up support for the team's scanning as and when required.
- To work according to Trust policies and procedures.

Clinical Activities

- Co-ordinate Lone Worker Policy compliance and end of day safety checks.

Strategic Development, Planning and Organising

- Maintain a room booking system.
- Fire Marshall
- First Aider
- Check security cameras on a weekly basis reporting any issues to Team Administrator.
- End of day room checks to ensure building security at all times.

Administrative

- To undertake efficient reception duties including front of house and routine message taking from patients, carers and work colleagues which includes taking calls from other teams within the North & East AMH, LD & DOPMH Locality as and when the need arises. To operate the main phone line to the North Cornwall ICMHT/DOPMH teams.
- To deal effectively with a range of enquiries creating good relationships and a positive image.
- Responsible for maintaining noticeboards in the waiting area. Ensuring posters are current and stocks of leaflets/literature are replenished at all times.
- To carry out a wide range of administrative and clerical duties under the direction of the Team Administrator.
- Process of internal and external mail, which includes franking and the redirection of mail, when required.
- Circulation of information for effective communication.
- Reporting of any routine/urgent maintenance requests to Team Administrator for actioning.

IT Systems and Processes

- To input and retrieve information from the Trust's Computerised Information System i.e., RiO, Integra.
- Order and maintain necessary supplies using the Integra system which includes co-ordinating and processing of requisition request forms. Monitoring and replenishing supplies as and when required.

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

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Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
RSA II Word-Processing or equivalent	✓	
GCSE English and Maths or equivalent	✓	
Previous clerical experience	✓	
RSA II Audio-Typing		✓
Previous reception experience		✓
Previous NHS experience		✓
<i>Skills and Aptitude</i>		
Good communication, filing and message taking skills	✓	
Computer literacy and numeracy	✓	
Excellent Interpersonal skills	✓	
<i>Knowledge and abilities</i>		
Ability to understand and follow procedures	✓	
Confidentiality	✓	
Ability to relate and empathise with patients carers and members of the public	✓	
Knowledge of RiO system		✓
Knowledge of the Integra system		✓

<i>Personal Qualities</i>		
Approachable and motivated	✓	
Adaptable and flexible	✓	
Effective Team Player	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		