

## Job Description & Person Specification



Job title: Outpatients Receptionist Supervisor

Band: 4

# Job Description

## 1. General Information

Job title: Receptionist Supervisor

Band: 4

Department: Outpatients

Division: Corporate

Reports to: Outpatient Booking & Request List Coordinator

Accountable to: Outpatient Booking & Request List Manager

DBS Clearance required: Yes

Standard: post holders who have access to patients in the normal course of their daily duties.

## 2. Key relationships

The post reports into the Outpatient Booking and Request List Coordinator for the Outpatient department. The post holder will therefore have key working relationships with:

Other Outpatient departments including the Health Records department and Clinic Requests and Build team.

Specialty consultants and secretarial teams.

Primary Care Service Providers including GP and Dental practices.

Trust staff including Managers, Clinicians, Nursing and Secretarial staff.

Patients / Carers.

## 3. Job Summary

The Reception Supervisor will directly line manage a team of Receptionists offering administrative support to the clinical teams within the Outpatient clinical areas. Ensuring all targets, KPI's, policies, and standards are adhered to in contribution towards the delivery of an efficient Outpatient administrative service and positive patient experience.

The post holder will supervise all administrative duties included in the front of house reception and booking service.

To monitor and supervise the processing of outpatient bookings, ensuring they are actioned

appropriately within the agreed timeframe and according to agreed protocol. To act as a point of contact for services, providing a high level of administrative support, whilst projecting a professional, helpful manner, ensuring complete confidentiality. The Outpatient Reception Supervisor will directly line manage a team of Receptionists offering administrative support to the clinical teams within the Outpatient clinical areas.

Supervise the booking of designated follow up appointments via Cerner Request Lists, ensuring that these are booked efficiently and that any booking issues are raised immediately with medical staff and specialty managers to ensure patient care is not compromised. Support the production of reports on Request List backlog for all specialties in the Trust.

With good communication and interpersonal skills, you will have experience of communicating with a wide range of people on all levels, either by telephone or face to face. You will be able to work on your own initiative, prioritising your workload and paying attention to detail whilst working under pressure and to tight deadlines. You will be a good team player with a flexible approach to work, pleasant personality, and positive outlook.

#### **4. Primary duties and areas of responsibility**

The main role of the Outpatient Reception Supervisor is to supervise the efficient management of front of house reception areas speciality clinics supported by the Outpatient department by receiving patients to clinics in a courteous and caring manner, in line with the core values of the Trust.

To ensure patient demographics are accurately recorded and updated, patients are checked in for appointments in a timely manner, and to ensure all appointments are outcome recorded by clinical staff, escalating any issues to senior management.

The main duties include but are not limited to:

- Supervising and Monitoring the registration of patient details on the patient administration system, ensuring a high level of data accuracy in patient demographic information.
- Acting as a direct line manager to the Outpatient Receptionists.

- Ensuring Management and correct use of Cerner Request lists as instructed to help monitor and manage unbooked appointments. Producing reports on the Request list backlog for all Outpatient supported services.
- Tracking and updating management on un-outcome'd patients on the Cerner request lists and to engage with speciality managers to inform them of backlogs in their services.
- Supervising the effective management of the Check-in, Check-out and Outcome Capture process, in line with Trust policies.
- Being responsible for opening and locking up premises and maintaining security in line with Trust Policy.
- Overseeing the provision of an effective and efficient reception service to all patients accessing the Outpatient department.
- Ensuring Reception staff have the knowledge to signpost and direct patients attending Outpatient appointments and also patients who may not have attended the correct area in the hospital.
- Setting of KPI's and targets for the Reception staff to meet. Tracking of performance against these targets.
- Escalating lack of clinic capacity issues to service managers and the Booking and Request List management team.
- Identifying unutilised clinic capacity and escalating this to service managers and the Booking and Request list Coordinator.
- Ensuring the Receptionists present a professional and welcoming appearance for patients at reception by adhering to the Outpatients Uniform Policy.
- Taking an active role in promoting and championing the implementation of new digital solutions within the department.
- Producing weekly reports on Request Lists backlogs to the Outpatients Booking and Request List Coordinator and assisting in pulling this together into a service level report.
- Prioritising, booking and rescheduling appointments on both Cerner on a daily basis according to clinical urgency and RTT targets.
- Dealing with patients in a mature manner when speaking to them on the phone for arranging of Outpatient appointments. This may sometimes involve dealing with distressed patients and a sensitive and reassuring manner is required in difficult situations. Patient confidentiality should be maintained at all times.

- Escalation of capacity issues and to be responsible for authorised over booking where appropriate, seeking guidance and instruction from Speciality managers on both counts.
- Monitoring outpatient clinics on a daily/weekly basis to ensure correct utilisation of appointment slots and to ensure daily checks for unutilised slots through supervision of the Receptionists workload.
- Taking personal responsibility for keeping up to date and maintaining a competent understanding of national and Trust targets relating to the booking of outpatient appointments, including RTT, 2 Week Wait and the Trust's Patient Access Policy.
- Contributing to the ongoing service improvement plans for Outpatients and being open to future changes involving the booking of appointments, attending training when necessary.
- Providing cover for colleagues during annual leave, sickness and busy periods.
- The development of good working relationships across the trust with consultants and their teams, including Medical Secretaries, Service Managers, Assistant Divisional Managers and Divisional Managers.
- Attending additional training as required and assisting new staff with training. When required and as agreed by the Outpatient Administration Manager or Senior Manager to work outside of normal working hours; this will be only to cover and meet the needs of the department.
- Carrying out regular spot checks and mini-audits to monitor the performance of the Outpatient Receptionists.
- There will be a considerable amount of liaison with all members of staff within the hospitals as well as contact with the general public, it is therefore essential that individuals adopt a courteous, friendly and professional manner at all times.
- Participating in mandatory training and induction programmes as well as staff appraisal and objective setting.
- Supporting the hands-on training of new staff members within the Outpatients Reception teams.

## Person specification

**Job Title: Outpatient Receptionist Supervisor**

**Band: 4**

	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education and Qualification</b>	Good level of general education.	
<b>Knowledge</b>	Competent in Microsoft Office programs.  Understanding of information governance issues and how to manage confidential patient information.	Knowledge of Cerner Millenium.
<b>Experience</b>	Previous Reception experience.  Previous NHS admin experience.  Experience of working in a busy environment.	Previous line management experience.
<b>Skills</b>	Works well under pressure.  Able to handle multiple priorities.  Flexible/adaptable.  Self-motivating.  Good communicator.	

## Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

<b>Dignity &amp; Respect</b>	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
<b>Values Based Appraisals</b>	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
<b>Rehabilitation Of Offenders Act</b>	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: <a href="https://www.gov.uk/government/organisations/disclosure-and-barring-service">https://www.gov.uk/government/organisations/disclosure-and-barring-service</a>
<b>Health Clearance</b>	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
<b>Professional Registration</b>	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
<b>Work Visa / Permits / Leave To Remain</b>	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
<b>Confidentiality / Data Protection / Freedom of Information</b>	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

## Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.





# Staff benefits and rewards

## Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

## Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

## Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

## Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

## NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: [www.nhsbsa.nhs.uk/pensions.aspx](http://www.nhsbsa.nhs.uk/pensions.aspx) for more information on NHS Pensions.

## Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

## **Development Opportunities**

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

## **Staff Recognition**

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

## **Library**

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

## **Staff Networks**

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

## **Temporary Staffing via Bank**

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

## **Schwartz Centre Rounds**

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

## **Engagement Events**

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.