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| **DOCUMENT:** | **Job Description and Person Specification** | |
| **Job Title:** | **Receptionist** | |
| **Project:** | Adult Integrated Recovery and Clinical Service (Drug and Alcohol) Blackpool | |
| **Hours:** | 37.5 hours | |
| **Responsible to:** | Admin Lead | |
| **Accountable to:** | Integrated Service Manager | |
| **Job Summary:** | | |  | | --- | | To support the provision of a service that offers care to vulnerable patient groups and people with complex and challenging health needs requiring clinical services for substance misuse.  To provide a fast, accurate and effective patient telephone and face to face service. Utilise the telephone to offer support whilst gaining important information.  To undertake any clerical work, administrative, data inputting and any other duties relevant to Delphi Medical Ltd, following strict protocols and procedures at all times.  To take, record and process information received accurately and concisely using nationally recognised software. Relevant information will need to be identified and logged as data on to a computer.  Undertake work on the Orion database and IT systems to include taking referrals, managing waiting lists, booking appointments, processing patient discharges, detox, Blood Borne Virus records.  The post holder is expected to carry out their duties in a highly courteous, sympathetic, and helpful manner at all times.  To work effectively under pressure in a calm and confident manner whilst remaining sensitive to the callers and patient’s needs.  To provide clear and concise information to all patients and external agencies whilst ensuring full patient confidentiality at all times adhering to information governance policies.  Maintain prescribing client record systems ensuring confidentiality of client information at all times.  Provide word processing/general administration skills for the service.  Ensure you are up to date with the database system and identify own training needs.  To provide a reception service, as and when required working across various locations within Blackpool. Dealing sympathetically with callers, booking appointments, and providing basic information on services and advice in response to requests from other agencies, in accordance with operational and confidentiality polices.  Process notes in preparation for clinics and process notes after the clinics.  To undertake any relevant training, consistent with the requirements of the post.  Attend team meetings and on occasion, process the minutes as required.  Although the role is predominantly an in-hours provision staff are expected to be flexible and work a variety of daytime, evening, weekend and bank holidays hours as and when required for holiday and sickness.  The developmental nature of this job precludes the job description from being an exhaustive and complete list of duties of the post. The job description may be modified in light of developments after consultation and agreement with the post holder, line manager and service manager. | | |

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| **Underlying Values:** | In undertaking this role, the employee will be expected to behave at all times in a way that is consistent with and actively supports the organisations values:  **“from dependence to freedom -** Delphi Medical are *Accountable*, *Accessible*, *Patient-Centred* and *Sustainable*. We value Loyalty and Integrity. |

**Principle Duties and Responsibilities**

**Service Provision:**

1. Ensure psychosocial activities are implemented effectively.
2. Ensure the effective delivery of assessment, implementation and monitoring of recovery plans; group work; individual psychosocial support; programmes; drug testing; planning community re-integration and treatment exit and caseload coordination.
3. Ensure the effective delivery of harm reduction interventions for service users presenting with a range of drug and alcohol problems.
4. Ensure required assessments and recovery plans are completed and individuals’ strengths/recovery capital, including social capital and networks are explored.
5. Through service engagement, ensure service users’ personal strengths, social networks and recovery capital are built and developed throughout service engagement.
6. Work with the Care co-ordinator and colleagues to ensure the development of robust and effective systems and structures, which are responsive to the needs of individuals with different levels of risk, complexity and strengths.
7. Implement a full range of flexible psychosocial interventions for individuals and groups, in line with national guidance.
8. Participate in regular service reviews to ensure high quality of recovery planning within the service.
9. Monitor the progress of individual service users through the recovery process and ensure that recovery goals and outcomes are being achieved.

**Personal & Professional Responsibilities**

**Supporting Information**

**Mental Effort**

1. Concentration is required whilst listening to patients presenting symptoms and ensuring the correct use of pathways.
2. Enter data into the systems swiftly and accurately whilst concentrating on what the service user is relaying.
3. Work pattern can be interrupted by the telephone, reception or staff enquiries.
4. Workload regularly reassessed and prioritised to meet required deadlines.

**Emotional Effort**

1. Requirement for tact and diplomacy when dealing with patients their relatives staff queries and medical representatives.
2. Supporting vulnerable patients and callers.
3. Stressful situations ie workload and time pressures.
4. Dealing with conflict over a variety of issues.

* Dealing with emotive situations in a respectful and professional manner.
* Some presentations can be distressing.

**Working Conditions**

1. The post is based at Horizon 199 Church Street, Blackpool however staff are expected to work across Horizon locations as required.
2. There can be some distressing presentations both face to face and over the telephone.
3. When working at service user facing locations it can be a very busy department

* Due to presentation/symptom types, some patients can become aggressive. (Please note that Delphi do not tolerate aggression towards our staff or other service users).

1. Constant interruptions occur via, telephone, staff and external telephone enquiries.
2. There is noise due to multiple patients presenting and telephone and makes concentrating especially on technical/confidential issues demanding.
3. There is a requirement for sitting for periods of time whilst typing and answering the telephone.

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| **Responsibility for Human Resources**   1. Ensure competency within your role through regular supervision, annual appraisal and personal development training relevant to the aims of the service |  |
| 1. Attend all statutory and mandatory training as stipulated by the organisation. |  |
| 1. Carry out induction and training required for your role and in line with Delphi Medical policies and procedures. |  |
| 1. Submit time sheets, annual leave and travel claims in a timely manner. |  |
| 1. Always behave in a professional and discreet manner. Patient and professional confidentiality is of prime importance. Any breach of confidentiality can result in immediate suspension/dismissal.   **Business Development** |  |

Staff must behave in a professional and discreet manner at all times. Patient and professional confidentiality is of prime importance. Any breach of confidentiality can result in immediate suspension/dismissal.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

**Generic Responsibilities**

**Confidentiality**

Patient and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.

**Code of Conduct**

All staff are expected to adhere to all Delphi policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

**Privacy and Dignity**

Staff should respect patients/relatives diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the Privacy and Dignity policy.

**Infection Prevention and Control**

Infection control is everyone’s responsibility. All staff, both clinical and non clinical, are required to make every effort to maintain high standards of infection control and specifically are required to:

* Attend mandatory infection control training provided for them
* Wash their hands or use alcohol gel on entry and exit from all clinical areas and between patient contact
* Challenge non compliance when observed to protect patients or report any non compliance to their line manager
* Promote patient safety and act as a role model for other staff.

In respect of Infection prevention and control, staff need to be familiar with and adhere to the following policies;

* Infection Prevention and Control
* Uniform and Work Wear including “ bare below elbows” guidance
* Sickness and Absence.

This is not an exhaustive list and staff need to note that policies and procedures are updated and added to continuously. All staff have a responsibility to familiarise themselves and adhere to all policies.

**Safeguarding Vulnerable Adults and Children**

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

* Familiar with safeguarding policies
* Attend the appropriate training for safeguarding
* Know who to contact if you have concerns about an adult or child’s welfare.

Additional help and advice is available from the designated safeguarding leads; Designated Paediatrician for Safeguarding Children, Named Lead Nurse for Safeguarding Children; Designated Lead Doctor for Safeguarding Adults; Named Lead Nurse for Safeguarding Adults; and the Named Midwife for Vulnerable Women.

**Smoking**

Delphi has a Smoke Free policy. All Health Service premises are considered No Smoking Zones, other than designated staff smoking areas.

**Health and safety**

Delphi has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management

**Person Specification**

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| **Job Title:** | **Receptionist** |

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|  | ***Essential*** | ***Desirable*** |
| Knowledge | Educated to GSCE/O Level standard. | Evidence of further study.  Understanding of substance misuse services. |
| Skills | Effective communication skills, both verbal and written, at all levels within the organisation  Previous experience working in a busy reception/office environment.  Sound working knowledge of Microsoft packages including , word and email  Good literacy and numeracy skills.  Excellent organisational skills.  Ability to manage and prioritise own workload.  Ability to work with multiple organisations. | *Highly Desirable* – Experience of working with patients and individuals that are vulnerable in society.  Experience of working within substance misuse services.  Experience of communicating with staff at all levels, both written and verbal.  Administration qualifications or recent relevant experience |
| Personal Qualities | Able to work on own initiative and prioritise own workload.  Ability to work under pressure.  Excellent communication and team skills.  Self-motivation.  Clear speech.  Diplomatic/tactful and understands importance of confidentiality.  Mature outlook.  Smart appearance at all times. | Information Governance and GDPR awareness. |