



# JOB PROFILE

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<b>Post Title:</b>	Receptionist/Hospital Support Officer
<b>Portfolio:</b>	Health and Social Care
<b>Responsible to:</b>	Chief Nursing Officer
<b>Responsible for:</b>	Nil
<b>Grade:</b>	Band A

## Job Purpose

To improve the lives of all within our community and help the island thrive by being responsible to the Chief Nursing Officer, as the first point of contact for the Health and Social Care Portfolio, for the effective and efficient management of the Hospital Switchboard and Reception area, providing immediate response to emergency calls and providing necessary support as detailed in Job Outline.

## Main Duties and Responsibilities

1. Dealing with incoming and outgoing telephone calls and redirecting them to the appropriate person;
2. Receiving and making hand radio calls;
3. Operating the hospital paging system;
4. Keeping a register of staff/visitors who enter and leave the building;
5. Taking outpatient appointments as required;
6. Dealing with enquiries from members of the public over the telephone and in person involving appropriate customer care functions;
7. Promptly receiving and conveying accurate messages to relevant person;
8. To carry out instructions relating to communication needs issued by the Nurse in Charge of shift;
9. Receive any mail as necessary;
10. Maintain record of out of hours consultations at the General Hospital
11. Receive and check hospital laundry;
12. Prepare dressing packs for sterilization;
13. To order and pack away administration stores;
14. File medical records of discharged patients;



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15. Any other duties as requested by the Chief Nursing Officer

## Special Conditions

- Dealing with awkward/ irate/distressed members of the public
- Must maintain confidentiality at all times
- Shift work
- Must maintain a calm and professional manner at all times.
- Potential exposure to communicable diseases

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Manages own work to deliver on time and produces good quality work. Meets the agreed performance standard.	i
<b>Analysis and use of Information:</b> Resolves day-to-day problems with own work. Clearly identifies day-to-day problems to line manager when unable to resolve. Attentive to detail. Interprets basic written information.	i
<b>Decision Making:</b> Solves own day-to-day problems which have little or no impact on others. Willing to take decisions within own role. Shares appropriate and timely information with others. Applies sound logic to simple decision making and problem solving.	i
<b>Working with Others:</b> Understands the impact of own behaviour on work relationships. Treats all people with respect. Responds and listens to others.	i
<b>Communication:</b> Actively listens to people. Communicates clearly and effectively either orally or by some other method. Is able to understand instructions.	i
<b>Influencing and Persuading:</b> Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner.	ii



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Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	
<b>Dealing with Change:</b> Readily incorporates changes into the day-to-day work. Willing to learn new things and do things differently.	i
<b>Continuous Improvement:</b> Open to learning new things. Able to identify own mistakes and take constructive action to prevent reoccurrence.	i
<b>Managing Resources:</b> Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Knowledge &amp; Experience:</b>			
Basic Literacy Skills (Functional English Level 1 or Level 2) sufficient to carry out well defined, routine processes or equivalent level of experience	E	√	
Experience of providing excellent Customer Care Service	E	√	√
An understanding of how to handle, resolve and escalate enquires and pass on information promptly	E		√
Experience of working independently and as part of a team	E		√
<b>Skills and Abilities:</b>			
Understands the need for confidentiality	E		√
Excellent verbal communication and customer care skills and able to deal with customers from diverse backgrounds either by telephone or in person	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
Basic Computing Skills	E		√
<b>Other:</b>			
Willingness to work flexibly – shift work will be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

### Our Values

FAIRNESS



## **PERSON SPECIFICATION**

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We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

### **INTEGRITY**

We communicate openly and we are honest, accountable and ethical.

### **TEAMWORK**

We work together and we support each other.

### **Professional or Career Progression Cadre Competency Framework**

*Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.*