**Job Description**

**Title:** Receptionist

**Location:** Trust Wide

**Reporting to:** Ward Manager / Clinical Service Manager

**Responsible for:** N/A

**Grade:**  OSS - A

Our Vision

Our vision is a world where dying with dignity, compassion and having choices is a fundamental part of a life

Our Mission

Our mission is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

Our Values

Aiming High

We reach for excellence and set the standard for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.

Being Courageous

We push boundaries and provide challenge - standing up for what is right and supporting others to make a difference across all aspects of our work.

Working Better Together

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions - we are ONE team, united and inspired by our common purpose.

Having Heart

People are at the centre of all we do. We’re proud of our ability to work in tough situations with resilience, empathy and kindness.

Doing It Right

We are ethical, honest and use resources respectfully. Taking responsibility for our actions and doing what we say we’ll do - we challenge others to do the same.

**Job Purpose**

The purpose of this role is to enable the smooth running of the hospice services

which includes:-

* Maintaining the reception area in a way which presents a welcoming image,
* Induction of contractors to site,
* Dealing with deliveries and collections of post and other items,
* Receiving donations issuing receipts and processing the funds to the appropriate department
* Taking requests for food, receiving and documenting the food sales and other small goods sales.
* Maintaining confidentiality in all areas as appropriate to the situation.
* Managing the phone system and taking messages in a sympathetic and empathic manner and passing on calls as appropriate.
* Taking a part in fire and first aid for the site and
* Ensuring that room bookings are made and facilitated.
* Helping to ensure volunteer rota is planned.

**Main Duties and Responsibilities**

**Professional and Clinical**

1. You will be required to receive visitors in a welcoming, pleasant and efficient way ensuring that they are booked into site
2. Contractors will only be accepted on site once they have completed the induction forms managed by the receptionist.
3. Telephone calls, some of which will be of a confidential nature, will be answered promptly and professionally, and where necessary with empathy. Calls may be moved to the correct department or messages taken and passed on.
4. Incoming and outgoing post will be prepared and disseminated internally or taken to the post office for delivery.
5. Financial Donations are to be received and receipts issued.
6. Deliveries and collections to site will be overseen and documented using hard and electronic systems.
7. Room bookings for the rooms and services on site will be managed using the computer system
8. The management of food sales, petty cash and other small items on sale in the reception area will be taken and recorded in accordance to Trust procedures.
9. In the event of a fire the receptionist will take a key part in collating information for the fire and rescue services
10. The receptionist will be an appointed person for first aid. (does not have to administer first aid but must find appropriate assistance)
11. To liaise with other departments to ensure that groups using the training facilities have the equipment and refreshments which they have ordered.
12. Coordination of volunteers for the unit as notified by the clinical team and other departments as required.
13. Any other small administrative or domestic task which facilitates the smooth running of the unit and within the capability of the post holder.

N.B if the post is filled as a job-share there is an expectation that the people involved will cover one another or plan Bank Staff to cover in their absence.

**Leadership and Management**

Director of Finance and Performance

Facilities Manager

Hotel Services Supervisor

Maintenance Supervisor

Catering

Reception

Maintenance

Housekeeping

**Governance, Research and Audit**

1. The post will be responsible for managing data protection within the remit of the role and under guidance of the information asset owner for the Facilities Department and the DPO for the Trust
2. Audit of the reception process will be completed as part of the Trust Audit programme.

**Management Information**

1. Documentation completed by the receptionist may be used to compile reports for finance, governance, Exec board and Trustee information.

**Training**

1. In house training will be delivered upon induction.
2. Additional training for the role will be available as required
3. Mandatory training including information governance will be required annually

**Education and Professional Development**

1. Educational requirements and professional development can be discussed with the line manager at probationary meetings and later at one to one sessions.

**Strategy and Planning**

1. This role is a new position at this site. The Trust values commitment and development of staff and their roles.

**Additional Duties**

All employees of the St Barnabas Hospice Trust (Lincolnshire), St Barnabas Promotions Ltd. and St Barnabas Shops Ltd., all hereafter referred to as employees of “the Trust”, are expected to comply with the general duties detailed below:

**Infection Control and Prevention**

All employees of the Trust are required to:

* Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.
* Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the ‘Health and Social Care Act 2008’.

**Safeguarding Children, Young People and Vulnerable Adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. For further details please refer to the 'Safeguarding Vulnerable Adults Policy and Procedure' and to the 'Safeguarding Children Procedure'. Should you have any concerns about any child or vulnerable adult that you encounter in the course of your St Barnabas duties, please report these to your line manager and / or to the Family and Carers Support Services team.

**Health & Safety**

All employees responsible and accountable for ensuring that:-

* They work safely in accordance with any relevant and appropriate training, safe systems of work, procedures and/ or rules in force in their workplace.
* They co-operate with the Trust in matters of health and safety and take care of their own health and safety and do not endanger other by their acts or omissions
* They wear and use, at all times, the appropriate personal protective equipment provided and use all safety devices, guards etc. provided to make safe any plant and equipment.
* They immediately report defective equipment /machinery onto the Trusts maintenance helpdesk system, and isolate the equipment so that it cannot be used. Once the situation is safe then the line manager must be informed.
* They immediately report any unsafe acts or conditions using the Trusts dedicated reporting system and bring it to the attention of their line manager.
* Report any ongoing unsatisfactory responses of maintenance or safety issues to the Health and Safety Manager.
* Maintain their working and welfare environment in a clean and tidy condition.

Whilst the aim of the Trust is to promote a co-operative and constructive view of Health and Safety, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**General Policies, Procedures and Practices**

All employees of the Trust are expected to comply with all Trust policies, procedures and practises and are responsible for keeping up-to-date with any changes to these.

**Duty of Candour**

All employees of the Trust are required to:

* Be honest, open and truthful in all their dealings with patients and the public, and ensure that organisational and personal interests are never allowed to outweigh the duty to be open, honest and truthful.
* This supplement to your job description should be regarded as an additional guide to the duties you are required to perform and is not intended to be definitive or restrictive in any way and does not form part of the contract of employment.

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**Person Specification**

**Role: Receptionist**

**Accountable to:** Maintenance Supervisor

**E** - Essential **D** – Desirable

**Education and Qualifications**

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| |  |  |  | | --- | --- | --- | | Job related criteria | Essential | Desirable | | Qualifications | Educated to GCSE /O’level grade C or above in maths and English or an equivalent standard |  | | Previous experience  Nature and Level | Experience of carrying out call handling as part of part of customer focussed or office environment | Experience of working in a similar reception role | | Evidence of particular  -Knowledge  -Skills  -Aptitudes | Ability to communicate effectively both verbally and in writing to portray a positive image of the Trust  Ability to operate computer based applications in a timely and accurate manner  Ability to prioritise work effectively in order to meet deadlines and the changing needs or the role  Adaptable to meet the changing needs of the role and the associated deadlines | Competent in various software packages including Microsoft word.  Displays an empathy and understanding of patient need | | Specific Requirements | Possessing a basic understanding of the basic principles of confidentiality  Demonstrating an ability to work as part of a team but also independently | Prior working in a similar environment. | |  |
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**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

**Signature Date**

**Job Holder:**

**Line Manager:**