

JOB DESCRIPTION

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| JOB TITLE: | Host |
| RESPONSIBLE TO: | Team Manager <i>(Whilst on duty, the post holder will report to the Shift Manager)</i> |
| LOCATION(S): | Based at BrisDoc Operational bases throughout Bristol, North Somerset and South Gloucestershire (BNSSG) and occasionally required to attend BrisDoc Headquarters at Osprey Court for training and meetings. |
| JOB PROFILE: | This role is a key operational role for the GP Out of Hours Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays. |

Job Context

The Bristol, North Somerset and South Gloucestershire (BNSSG) health community is made up of a population of circa 968,314 people (with an expected average growth of 1% per annum over the next six years) and over 83 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

Since February 2013, the GP Out of Hours service has been accessed via NHS 111.

From April 2019 the BNSSG Clinical Commissioning Group have recommissioned an Integrated Urgent Care (IUC) for the residents of BNSSG.

The procurement has required NHS 111 and GP Out of Hours to be recommissioned in line with the national Integrated Urgent Care specification.

BrisDoc has been awarded the contract to provide the Integrated Urgent Care Service from April 2019.

Job Summary

The purpose of this role is to provide a front of house reception service at Brisdoc's treatment centres and promote high standards of patient experience. The main responsibilities include: welcoming patients on arrival and supporting them through their patient journey in the service; answering internal phone calls within the agreed BrisDoc standards and recording all necessary information accurately for other team members to use; performing accurate record keeping and all other front line reception duties as required.

At all times the post holder must act in a manner consistent with the code of conduct and

appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

Host

- Perform reception duties in an efficient, professional and courteous manner.
- Welcome patients in a polite and professional manner, in accordance with BrisDoc's Code of Expectations and Standards of Behaviour.
- Record patient information accurately for other team members to use.
- To ensure that all clinical staff are logged in and have all the materials necessary to work effectively.
- To check the clinical boxes and replenish from stock. Any missing items to be reported to the Shift Manager.
- To provide administrative support to the Integrated Urgent Care clinical team as directed by the Shift Manager or Assistant Shift Manager.
- To provide patients with information as directed by clinical staff.
- Ensure patients are directed to facilities as required eg toilets, breast feeding areas, refreshments.
- To answer internal calls and convey information and messages between team members in an accurate and timely way.
- To perform all necessary record keeping as required by the Shift Manager for the effective operation of the shift.
- To ensure that patient waiting areas are kept clean and tidy.
- To ensure that any walk-in patients meet the agreed criteria and booking the patient in following the correct procedure, on confirmation of patient acceptance by either the senior clinician on site or the Shift Manager.
- To search the Aadastra system for patient information as required.
- To take enquiries from other professionals as necessary and direct the enquiry appropriately to the Shift Manager or Clinical Co-ordinator.
- To follow the DNA procedure for patients that do not arrive for their appointment.
- To open and close bases as required.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public adhering to BrisDoc's Code of Expectations and Standards of Behaviour.
- Attend performance and development reviews with line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any BrisDoc building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

PERSON SPECIFICATION

| QUALIFICATIONS AND EXPERIENCE | | |
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| Criteria | Requirement | Measurement/Testing Method |
| A good standard of education to GCSE or equivalent | Essential | Application and Interview |
| Experience of working in a professional environment that requires high standards of customer service | Essential | Application and Interview |
| Experience of providing reception duties | Desirable | Application and Interview |
| Experience of working in healthcare / NHS | Desirable | Application and Interview |

| SKILLS AND ATTRIBUTES | | |
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| Criteria | Requirement | Measurement/Testing Method |
| Evidence of computer literacy and keyboard skills | Essential | Application and Interview |
| Excellent verbal and written communication skills and interpersonal skills (including effective and courteous telephone manner) | Essential | Application and Interview |
| Able to listen and respond appropriately to patients and staff with differing needs | Essential | Interview |
| Ongoing commitment to personal development | Essential | Application and Interview |
| Able to work flexibly in relation to the Out of Hours operational times | Essential | Application and Interview |
| Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team | Essential | Application and Interview |
| Able to use own initiative | Essential | Interview |
| Able to maintain confidentiality at all times with regards to staff and patients | Essential | Interview |
| Familiarity with Adastra | Desirable | Application and Interview |
| Ability to represent the organisation with internal and external stakeholders | Essential | Interview |
| Able to prioritise time sensitive tasks | Essential | Interview |
| An understanding of the implications of cultural difference for service delivery | Essential | Interview |

| PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES | | |
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| Criteria | Requirements | Measurement/Testing Method |
| Motivated by the provision of patient care Able to adapt to differing situations | Essential | Application and Interview |

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| Organised and systematic | Essential | Application and Interview |
| Able to manage systems and processes in line with organisational policy and procedures | Essential | Application and Interview |
| Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately | Desirable | Application and Interview |
| Good team player who is able to support, value and respect the contribution of all members | Essential | Application and Interview |
| Commitment to achieving high standards | Essential | Application and Interview |
| Willingness to learn new skills | Essential | Application and Interview |
| Able to manage sensitive and emotive situations. | Essential | Application and Interview |
| Able to respond to feedback from others | Essential | Application and Interview |
| Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation | Essential | Application and Interview |
| Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict | Essential | Application and Interview |
| Able to maintain professionalism | Essential | Interview |

Last updated: January 2019