



RECEPTION SUPERVISOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Receptions & Admissions Supervisor
Band	3
Directorate	Patient Access Scheduled Care
Accountable to	Patient Access Support Services Manager Receptions, Admissions, and On site Team
DBS Required?	No

JOB OVERVIEW

The post holder will be expected to supervise Receptions and Admissions Team and the Onsite PAC support Team

To provide a Training Service to Trust Staff around Receptions and Admissions and the role of the Onsite Team

The post holder works within established policies and procedures but has the ability to take a flexible approach, when dealing with patients and relatives, according to the individual circumstances

This post holder undertakes the core tasks involved and contributes to the development of plans, policies and process changes within the section.

KEY RESULTS AREAS AND PERFORMANCE

Main duties and Responsibilities:

- The post holder to work throughout Patient Access supervising staff who work within Receptions & Admissions.
- To provide supervision and induction training to Receptions & Admissions staff in various clinical areas.
- The post holder would be expected to use the Trust's Patient Administration System (PAS) SEMA, within all areas of Health Records and Patient Access; this will require extensive use of a VDU, keyboard skills daily.
- Responsible for the supervision of staff who provide a comprehensive day to day Reception and Admissions Service
- To ensure that Reception & Admissions Clerks operate and maintain an efficient and effective planning service for inpatients and outpatients appointment booking, case note tracking, clinic prepping according to the requirements of clinical priority, local and national guidelines and local requirements for your working area.
- Develop and maintain effective communication skills to ensure a high quality service is provided when liaising with patients, GP's and all other internal and external contacts to ensure patient's appointments are appropriately made and that clinics run efficiently. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care.
- The post holder would be expected to ensure their staff meet performance standards specific to the area they are working in and supervise staff on a day to day basis.
- Develop and maintain a knowledge and expertise of all Receptions & Admissions and Patient Access areas in order provide a comprehensive service to all patients and the staff in your area.
- Ensure that when handling patient information, or discussing patient needs and confidentiality guidelines are strictly adhered to and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- Develop and maintain skills to deal with conflict remaining calm and professional at all times and ensure that these skills are shared with Receptions and Admissions Clerks in your area of responsibility.
- Participate as a member of the Patient Access team, sharing duties and responsibilities, including covering during staff absences. A solid knowledge of all areas will be required.
- The post holder must work within well-defined boundaries and ensure that staff under their supervision do the same, using initiative to make planning decisions as required.
- The department operates a service between the hours of 8.00 am and 5pm pm Monday to Friday therefore the post-holder will be expected to be flexible in line with the needs of the service and available to cover during sickness and annual leave if required working alongside other supervisors within the department to ensure cover at all times.

- The post will be based at either Shrewsbury. The postholder may be required to work across sites as directed by the Patient Access Support Services Manager but appropriate notice will be given.
- To be responsible for assisting the Patient Access Support Services Manager in the training of new staff and managing their day to day sickness, time-keeping, return to work interviews, Appraisals, PDP and general overall behaviour. To be able to provide information and escalate issues as required.
- To be aware of and work within the Trust's Health & Safety policy at all times

WORKFORCE

This post has no line management responsibilities for staff but will be involved in support the reception function of the Trust if required, training and advising new members of staff in the department

FINANCIAL

This post does not carry any budget responsibility

COMMUNICATIONS AND RELATIONSHIPS

The post holder works closely with:

Patients, Trust Clinicians, Centre Management teams, Nursing staff, Reception Staff, Admissions staff, Financial Management Team, UK Border Agency, Department of Work and Pensions, Insurance Companies

SUPPLEMENTARY INFORMATION

Physical Effort

1. Keyboard skills using basic Microsoft Office applications
2. Frequent prolonged periods of looking at a computer screen
3. Occasional walking and lifting of office materials and equipment

Mental Effort

1. The post demands a considerable degree of concentration on a regular basis e.g. interpreting the complex set of rules and criteria which inform judgements about eligibility
2. Workload is unpredictable and there are frequent interruptions from staff, managers and patients requiring as advice face to face or on the telephone

Emotional Effort

1. Disputes with patients and their representatives about eligibility for free treatment occur regularly and create a stressful working environment for this post holder

Working Conditions

1. Busy shared office environment
2. Travel to other locations required



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Minimum of 4 GCSE's or equivalent A* - C (Grade 9 to 4) including Maths and English Language or equivalent level of qualification 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience of using Microsoft office including Word and Excel Knowledge of Health and Safety in the Workplace Understanding of confidentiality/data protection issues A required knowledge of reception role and experience of cashing up is essential 	<ul style="list-style-type: none"> Customer service experience, dealing with people on the telephone and face to face. Experience of team working Experience of using Microsoft Outlook and Sema

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work with limited supervision, seeking advice when necessary. • Able to carry out routine clerical tasks following instruction. • An effective team player. • Able to demonstrate attitudes and behaviours that align to Trust Values. • Flexible with ability to prioritise and work to deadlines. • Organised and methodical approach • Ability or willingness to communicate appropriately, effectively and sensitively with a wide variety of people including colleagues, members of the public and external contacts. • An appreciation of the importance of maintaining confidentiality as appropriate to the role. 	<ul style="list-style-type: none"> • IT skills

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Willing to develop new skills • Willing to occasionally work at other Trust sites to meet the requirements of the post. • Receptive to change • Values others ideas and opinions 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role
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SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital