# Job Description & Person Specification

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| Position: | Runner | Division: | Northampton Out of Hours |
| Location: | DHU Office Bases,  Northampton | Reporting to: | Service Delivery Manager |

Purpose of the Role

This post provides a wide range of support to both dispatch controllers and receptionists. They will assist by answering queries, booking patient appointments and telephoning patients during busy periods. They will be expected to take completed walk-in-forms to the triage nurse and ensure accurate patient information is recorded.

Key Areas of Responsibility & Accountability

* To operate effectively within the framework of DHU operational policies, procedures and ethos.
* Deal with all patient information on strictly confidential basis ensuring that such information is not disclosed to third parties
* Ensure that patient care is of the utmost concern in all actions performed
* Answer and manage all enquiries in a professional manner
* Communicate with drivers and doctors to assist with on road problems where appropriate.
* Replenish the supply of stationary and medical equipment of all bases, in readiness for clinicians
* Assure the provision of the service is to a high professional standard
* Maintain and continuously improve the quality of service to our patients
* Perform any other relevant duties that may be dictated by the changing needs of the service
* Maintain an excellent level of communication with line management and assist the Dispatch Controller and management team with the implementation of new policies and procedures

# General

* To provide a positive image of the organisation.
* To maintain his/her own professional competence in accordance with professional requirements, detailed in an annual Personal Development Plan that demonstrates a continued commitment to training and development.
* To have an awareness of the relevant Child Protection & Safeguarding Children & Vulnerable Adults Policies and guidance and act in accordance with their direction.

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* To immediately bring to the attention of the Manager any issue or incident, clinical or otherwise, that would attract censure or praise, or might bring DHU to the attention of the SHA, CCG, PBC or LMC or into the public view.
* To adhere to all DHU Health Care CIC Policies and Procedures as necessary.
* To comply with the Health & Safety at Work Act 1974, etc. Take responsibility for his/her own safety and that of other persons who may be affected by his/her own acts or omissions.
* To work within the Clinical Governance Framework incorporating Risk Management and all other quality initiatives.
* To maintain confidentiality of information relating to patients, clients, staff and other users of the services.
* To undertake any other duties commensurate with the role, within the bounds of his/her own competence.

# Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

# Confidentiality

The post holder must act at all times in a professional manner, having regard to the confidentiality of clinical and other information they have access during their work in the department. The post holder has a responsibility to comply with the Data Protection Act and other legal requirements.

# Communications and Working Relationships

Staff within DHU NOOH:

* Head of Clinical Services
* Operation Manager
* Service Delivery Manager
* Reception Team
* Management and staff across the organization

As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.

Any other reasonable duties as required from time to time. Person Specification

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| **Qualifications** | * Good, broad range of general education to GCSE level (or |

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|  | equivalent) - E |
| **Experience** | * Previous Experience in reception work - E |
| **Skills and Knowledge** | * Good level of understanding of primary Care and clerical services within general Practice - E * Awareness of Clinical Governance & Quality Assurance initiatives - E * Previous experience in reception work - E * Leadership skills - E * IT literate – skills to include Word, Excel, Primary Care Information Systems e.g. SystmOne - E |
| **Personal Qualities** | * Motivated team player - E * Tactful and courteous personal and telephone manner - E * Able to maintain confidentiality at all times - E * Demonstrate a flexible approach to work patterns and the range of duties - E * Patient focused – E |
| **Other** | * Able to work evenings and weekends required – E * Enhanced DBS disclosure, to be applied for – E |

Behavioral Skills

* + Caring & Compassion – Putting patients interests at the heart of everything we do
  + Always Professional – Demonstrate excellence in everything we do
  + Respect and Dignity – Everyone has the right to respect and dignity
  + Everyone Matters – Placing our colleagues and patients at the heart of the organisation Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |