**Job Description & Person Specification**

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| Position: | Patient Services Assistant Bank | Division: | UEC |
| Location: | Urgent Treatment Centres | Reporting to: | Clinical Service Lead |

Purpose of the Role

The post holder will be part of a team based at one of the Urgent Treatment Centres (UTC) run by DHU Health Care CIC. The post holder will provide a support service for the clinical team working within these sites. A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting advancing and be an ambassador for DHU Health Care CIC.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

* Monitoring the waiting room
* Providing patients with drinks and food where required and permitted
* Directing patients to the appropriate department within the hospital/UTC
* Escorting patients to the appropriate department
* Taking messages accurately, and relaying them to the onsite team
* Answering the UTC phones
* Running errands for the team
* Providing personal support for patients in the waiting room
* Providing assistance/training to new members of staff to ensure the maintenance of a high quality service, as and when required
* Adhering to Health and Safety regulations, and observing the correct use of PPE.
* Registering patients using the appropriate IT System

This job description may be subject to review over time in discussion with the post holder, and is not exhaustive. It is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by the UTC leadership team.

**Person Specification**

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| Experience | * Previous experience of working with the public in a busy environment
* Communication with a variety of people
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| Job circumstances | * Commitment to role
* Flexibility to meet service/rota needs, including weekends and Bank Holidays
* Keen to develop skills
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| Personal qualities | * Proven team player
* Sense of humour
* Professional manner
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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

Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.  IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

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: |  |