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| **Organisation Name** *Free text/cut and paste from a word document* |  |
| **Title of Job***Free text or if chosen automated population from a chosen* *transferable role template* | Receptionist |
| **Scope of Job**  sets the context, job profile*Free text or from automated population from chosen TRT*  | Ensure there is a welcoming and friendly service as the first point of contact for the patients, visitors, staff and general public visiting the Health Care Centre. To assist with the smooth running of the Primary Care Clinics. |
| **Responsible to***Free text* |  |
| **Accountable to** *Free text* |  |
| **Contract type and** **working hours***Free text* |  |
| **Pay Grade** *Free text* |  |
| **Career Framework Level** *Short descriptor from Career Framework automated population from chosen TRT* | People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work |
| **Key Areas of Responsibility***Free**text* |  |

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| **Level 2 Core Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **1. COMMUNICATION** | 1.2 | Communicate effectively | GEN97Communicate effectively in a healthcare environment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3001" |
| **2. PERSONAL & PEOPLE DEVELOPMENT** | 2.1.1 | Develop your own practice | SCDHSC0023Develop your own knowledge and practice"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3517" |
|  | 2.1.2 | Reflect on your own practice | GEN23Monitor your own work practices"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2051" |
| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | IPC2.2012Perform hand hygiene to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3309" |
|  |  |  | PROHSS1Make sure your own actions reduce risks to health and safety"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3327" |
|  |  |  | CFAWRV1Make sure your actions contribute to a positive and safe working culture"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3610" |
|  | 3.5.2 | Protect individuals from abuse | SCDHSC0024Support the safeguarding of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3518" |
| **5. QUALITY** | 5.1.1 | Act within the limits of your competence and authority | GEN63Act within the limits of your competence and authority"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/85" |
| **6. EQUALITY & DIVERSITY** | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234Uphold the rights of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3506" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2820" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.4 | Maintain information / record systems | CFABAD331Use a filing system"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3691" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.1 | Contribute to the effectiveness of teams | SCDHSC0241Contribute to the effectiveness of teams"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3509" |
|  | H2.6 | Receive and pass on messages and information | ICF:FSIT communication fundamentals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2883" |

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| **Role Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | GEN1Ensure personal fitness for work"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/372" |
|  |  |  | GEN96Maintain health, safety and security practices within a health setting"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2859" |
|  |  |  | PROHSS1Make sure your own actions reduce risks to health and safety"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3327" |
| **6. EQUALITY & DIVERSITY** | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234Uphold the rights of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3506" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2820" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.4 | Maintain information / record systems | SS33Enter, retrieve and print data in a database"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/542" |
| **E. FACILITIES & ESTATES** | E2.2.1 | Control and maintain access to premises and property | CFABAC311Meet and welcome visitors"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3689" |
| **H. MANAGEMENT & ADMINISTRATION** | H2.1 | Administer diary appointment systems | GEN25Administer appointments"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/2292" |
|  | H2.4 | Handle mail | CFABAA612Handle mail"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3690" |
|  | H2.6 | Receive and pass on messages and information | CFABAA621Make and receive telephone calls"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/1/competence/show/html/id/3693" |

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| **Facets of Role (National Occupational Standards):** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **Locality Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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|  |  | None Assigned |  |

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| **Personal Specification** |

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| **Criteria** | **Essential**(pre-requisite for job) | **Desirable** | **Evidence****Application and/or Selection process****A and /or S** |
| **Physical requirements** |  |  |  |
| **Knowledge and skills required for post** Education/ Qualification |  |  |  |
| **Experience,** **Previous experience relevant to the post.** |  |  |  |

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| **Skills in communication, mathematics and use of IT** (Employability Skills Matrix, Skills for Health 2014) |

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| **Communications and Customer Care*** Communicate effectively and appropriately with people in the workplace
* Listen and respond in formal and informal discussions, asking questions to clarify understanding
* Understand a range of texts, write simply and clearly and complete straightforward forms and work records
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| **Mathematics*** Complete simple calculations and understand and use simple charts, tables and graphs, extracting relevant information as required
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| **Use of IT*** Use IT as directed, maintaining confidentiality
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| **Team working skills and attributes**(Employability Skills Matrix, Skills for Health 2014) |

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| **Working with Others*** Work with others towards achieving shared goals, learning from mistakes and being open to the opinion of others including service users
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| **Solving Problems*** Follow a given procedure in response to a problem
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| **Personal: personal skills, qualities, values and behaviours**(Employability Skills Matrix, Skills for Health 2014) |

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| **Demonstrate positive attitudes, values and behaviours*** Demonstrate honesty, integrity, care and compassion at all times, and maintain the dignity and confidentiality of the service user
* Take care of your personal health, including hygiene and appearance
* Show interest in your work and be prepared to make suggestions
* Recognise and reflect on your own work and value other peoples�.
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| **Be responsible*** Be responsible and accountable for your own actions, manage your work/life balance, and attend work as required on time
* Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures.
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| **Be adaptable*** Be open and positive in response to change.
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| **Learn continuously*** Be responsible for own learning and willing to make use of learning opportunities with support.
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