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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*  | Assist in ensuring the delivery of a high quality front of house administrative/secretarial support reflecting the professionalism of the service. Ensure effective communication with all outside agencies, general public and clients/carers, taking accurate messages or dealing with queries in accordance with trust policies and procedures. |
| **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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/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/5/competence/show/html/id/372" |
|  |  |  | GEN96Maintain health, safety and security practices within a health setting"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/2859" |
|  |  |  | SCDHSC0022Support the health and safety of yourself and individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3516" |
| **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/5/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/5/competence/show/html/id/2820" |
|  | B3.3.1 | Prepare and dress for specified health care roles | GEN2Prepare and dress for work in healthcare settings"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/383" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.2 | Input data/information for processing | IUF:FSIT user fundamentals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/2885" |
|  | D2.4 | Maintain information / record systems | SS33Enter, retrieve and print data in a database"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/542" |
|  |  |  | CFABAD332Store and retrieve information"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3703" |
| **E. FACILITIES & ESTATES** | E2.2.2 | Support and control visitors to services and facilities | SCDHSC0245Receive visitors in health and social care settings"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3513" |
|  | E2.3.2 | Transport resources | SS06Transport supplies of physical resources within the work area"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/2133" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.2 | Develop relationships with individuals | CFAM&LDD1Develop and sustain productive working relationships with colleagues"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3787" |
|  | H2.1 | Administer diary appointment systems | GEN25Administer appointments"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/2292" |
|  | H2.6 | Receive and pass on messages and information | CFABAA621Make and receive telephone calls"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3693" |
|  |  |  | CFABAA622Use electronic message systems"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3707" |
|  | H2.7 | Use office equipment | CFABAA231Use office equipment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/5/competence/show/html/id/3708" |

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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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