



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Bank Receptionist
Reports to:	Property and Facilities Manager
Department:	Facilities
Hours:	Bank
Working Pattern:	Monday to Friday on a bank basis to cover core working hours between 08:00 and 19:00.
Contract Type:	Bank

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The post holder will be required to provide a first class professional and efficient front of house reception, telephone and administrative service for the organisation.

The post holder will be the first point of contact for all Jersey Hospice Care visitors, and responsible for incoming telephone calls, directing them to the appropriate department/person.

Job Context

The post holder will be based on the main Clarkson House site and required to bank for reception cover. This will include cover for annual leave, sickness and vacancies in rotas. The shifts to cover will be between the core business hours, Monday – Friday 08:00 – 19:00.

Nature and Scope of Role

The accountabilities of the role include providing support for the Property and Facilities Manager in the following areas:

- 1. Reception**
- 2. Volunteers**
- 3. Administration**
- 4. Education and Training**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Reception

- Act as the first point of contact for visitors to Jersey Hospice Care and welcome all who visit, managing the visitors signing in book.
- Direct or accompany visitors to the appropriate rooms as required.
- Maintaining the strict confidentiality of all information acquired especially with regard to patients and staff.
- Responsible for incoming telephone calls arriving through the switchboard, answering in a timely and polite manner. Directing calls to the appropriate department/person, providing a courteous and efficient service at all times. Taking messages in an accurate and complete manner when necessary (non-medical only).
- Maintain security by booking in contractors and members of the public and issuing them with identification badges. Contacting the appropriate person to inform them of their arrival.

2. Volunteers

- Always being mindful of the responsibility, we have towards our volunteers in terms of Health and Safety, escalating any concerns to the Volunteers' Manager and or the Facilities manager.
- In conjunction with and under the guidance of the Volunteers Manager, assist in the coordination of volunteers throughout Jersey Hospice Care when they arrive at reception.
- Support volunteers and provide efficient hand overs at reception shift change.

3. Administration

- Maintaining and providing an up-to-date electronic daily diary of all relevant information i.e., appointments, room bookings, presentations, courses, etc.
- Responsible for the reception area ensuring the area is kept safe, tidy and that a welcoming and professional image is portrayed at all times.
- To take payment for retail merchandise and to keep the retail products within the reception tidy and well stocked.
- Routine office duties including photocopying, maintaining stocks of stationery, printed materials, booklets etc.
- Ensure records and data is collected on numbers of visitors into Jersey Hospice Care.
- Assisting other departments perform routine administrative/clerical tasks as needed.
- Acceptance of loan equipment and donated goods at reception and ensuring that they are directed to the correct department/person, in compliance with the relevant procedure.
- Be aware of the Fire Policy and the role of Receptionist in the event of a fire.
- Be aware of the Business Continuity Plan and the role of the Receptionist in the event of the plan being instigated.
- To take responsibility for being up to date with current risk assessments, policies, and procedures and to always adhere to these.

4. Education and Training

- To undertake all mandatory training as required by Jersey Hospice Care and participate in appropriate training as and when required.
- To undertake an appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.

- Co-operating fully in the introduction of any new technology and new methods as appropriate.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Receptionist		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> GCSE or equivalent Good standard of verbal English 	<ul style="list-style-type: none"> Knowledge of medical terminology would be advantageous
Knowledge and Experience	<ul style="list-style-type: none"> Previous experience in a reception related role Previous experience of dealing with customers Appreciation of the need for absolute confidentiality and discretion 	<ul style="list-style-type: none"> Previous experience of working with volunteers Experience of working in daily contact with patients, relatives/ carers, and other visitors Experience of similar role within a health care provider environment
Technical abilities	<ul style="list-style-type: none"> Knowledge of Microsoft software applications and data inputting e.g., Excel, Word, Outlook Ability to undertake word processing 	<ul style="list-style-type: none"> ECDL
Personal attributes	<ul style="list-style-type: none"> Excellent interpersonal and customer service skills Ability to deal with complex, sensitive, and emotionally challenging situations. Ability to work without supervision. Able to prioritise own workload. Flexible approach to duties and working arrangements. Ability to cover team planned annual leave or unplanned absence at short notice. Ability to meet deadlines. Remains calm under pressure Excellent work attendance 	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.