

JOB DESCRIPTION

Job Title:	Reception Administrator
Reporting to:	Reception Manager
Hours:	Various shifts between 0800-2000 Monday to Friday, and (in due course) over 7 days

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

All reception administrators work on a rota system to ensure that the practice is able to deliver its key functions throughout its period of opening, currently 0800-2000 from Monday to Friday, and on Saturday mornings. To this end, all members of the team are required to provide cover during periods of leave or absence of other members of the team and these requirements are communicated by the Reception Manager at the time each rota is formed.

Job Responsibilities:

Administration

- To have a thorough knowledge of all relevant Practice procedures.
- To work in accordance with relevant written protocols.
- To send practice notes according to protocol to Healthcare professionals and action responses in a correct and efficient manner.
- Process appointment requests for today and future appointments by telephone.
- Deal with visit requests in accordance with accepted protocols.
- Fax and photocopy as requested.
- Complete any other appropriate task as required by the practice management team.

Reception

- Receive and advise patients consulting with members of Practice Team.
- Handling completed repeat prescriptions to patient and checking names and address.
- Handling samples from patients and adding to triage list if an infection, or placing in box if labelled/bag sample.

- Providing new patients with registration forms, advising on completion and photocopying proof of address and passports.
- Process appointments requests for today or in the future from patients in person.
- Assisting patients in any way they might reasonably require – including but not restricted to – those with mobility issues.

Telephone

- Have an appropriately comprehensive knowledge of the telephone system, during and after hours.

Other Tasks

- Clear waiting room after surgery if no house keeper on duty.
- Ensure building security – have thorough knowledge of doors/windows/alarms, as well as opening and closing procedures for the practice.
- Any other task allocated by the practice management team.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- All employees are required to sign and abide by the Practice Confidentiality Policy at induction.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Practice Health & Safety Policy, to include:
 - Using personal security systems within the workplace according to Practice guidelines.
 - Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
 - Making effective use of training to update knowledge and skills.

- Maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified to the management team.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development if necessary
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Mandatory training required of all employees of Beechfield Medical Centre

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance

- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate, and in particular take a major role in the annual Infection Control Audit [* see Infection Control Checklist] jointly with the practice manager and the infection control nurse

Person Specification

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Good general secondary education: A-C grades GCSEs or equivalent 	<ul style="list-style-type: none"> • Educated to 'A' level standard or equivalent • Customer Service qualification
Experience	<ul style="list-style-type: none"> • Customer Service Skills • Experience of working in a busy & multi-functional team. 	<ul style="list-style-type: none"> • Experience of EMIS (Clinical database) • Experience of working as a Receptionist within a GP Surgery • A minimum of three years' experience in a customer facing environment • Experience of handling confidential information and data.
Knowledge/ Skills	<ul style="list-style-type: none"> • Good telephone manner, even when under pressure • Excellent interpersonal, verbal and written communication skills • Clear and concise • Enthusiastic, honest and reliable • Ability to prioritise work to ensure deadlines are met • Ability to resolve problems & work with colleagues to implement solutions 	<ul style="list-style-type: none"> • Able to tolerate stress and manage appropriately within a busy environment
Qualities/ Attributes	<ul style="list-style-type: none"> • Friendly and approachable • Flexible • Motivated & Hardworking • Works well under pressure • Good team player • Ability to use their own initiative • Attention to detail, accuracy • Meticulous, tidy and methodical in your approach to working. • Able to work as part of an integrated and multi-skilled team. 	
Other	<ul style="list-style-type: none"> • Pleasant and confident manner • An understanding of the need for strict adherence to policies and procedures. 	