

## Receptionist / Administrator job description & person specification

<b>Job Title</b>	Medical Receptionist
<b>Line Manager</b>	Lead Receptionist
<b>Accountable to</b>	Practice Manager
<b>Hours per week</b>	Up to 35

### Job Summary

To be responsible for undertaking a wide range of reception and administrative duties and the provision of general support to the multidisciplinary team. Duties can include but are not limited to, greeting and directing patients, patient registration, booking appointments, processing of information (electronic and hard copy) and assisting patients as required. To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

### Mission Statement

To deliver the highest quality of care to our patient population at the right time and in the right place.

### Generic Responsibilities

All staff at Glebe Road Surgery have a duty to conform to the following:

#### Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

#### Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of

health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service Delivery**

Staff at Glebe Road Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Glebe Road Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days leave each year, and should be encouraged to take all of their leave entitlement.

## **Primary Responsibilities**

The following are the core responsibilities of the receptionist/administrator. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. Maintaining and monitoring the practice appointment system
- b. Process personal, telephone and e-requests for appointments
- c. Answer incoming phone calls, transferring calls or dealing with the callers request appropriately
- d. Action incoming email
- e. Signpost patients to the correct service
- f. Process incoming and outgoing post
- g. Initiating contact with and responding to, requests from patients, team members and external agencies
- h. Assist with processing referrals to external agencies such as secondary care using the electronic referral system (ERS)
- i. Process call and recall letters/texts as requested
- j. Process all DNA letters in accordance with current policy
- k. Action GP2GP tasks
- l. SNOMED code data on EMIS Web
- m. Photocopy documentation as required
- n. File and store records as required
- o. Data entry of new and temporary registrations and relevant patient information as required
- p. Input data into the patient's healthcare records as necessary
- q. Scanning of patient related documentation and attaching scanned documents to patient's healthcare records

- r. Process requests for information i.e. SAR, insurance / solicitors letters and DVLA forms to the administrative team
- s. Manage all queries (including administrative queries) as necessary in an efficient manner
- t. Carry out system searches as requested
- u. Maintain a clean, tidy, effective working area at all times
- v. Monitor and maintain the reception area and notice boards
- w. Support all clinical staff with general tasks as requested

### **Secondary Responsibilities**

In addition to the primary responsibilities, the receptionist/administrator may be requested to:

- a. Partake in audit as directed by the audit lead
- b. Produce meeting agendas and record the minutes of meetings
- c. Support administrative and reception staff, providing cover during staff absences
- d. Complete opening and closing procedures in accordance with the duty rota
- e. As required support clinicians in the management of repeat prescriptions, ensuring they are processed accurately and efficiently
- f. Ordering and monitoring of stationery supplies

The person specification for this role is detailed below.

<b>Person Specification – Receptionist / Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification		✓
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative / receptionist duties		✓
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.