

Job Description - Senior Coordinator

Practice	Hampton Medical Centre
Salary:	Dependant on Experience
Hours:	Full Time – 40per week, as follows:

Job summary:

The post holder is to join our team of senior coordinators to ensure that the reception runs efficiently.

Job responsibilities include:

- Supporting in all areas of patient complaints
- Receptions induction and training with other coordinators
- Ongoing support to reception staff with the other coordinators.
- Supporting rota organizing of clinical and non-clinical staff including front desk rota.
- Supporting any information governance that is needed.
- Work as a team, in ensuring all roles of an administrator are possible such as answering phone calls, scanning etc. to ensure an efficient reception.
- This job description is designed to reflect duties currently anticipated in this post. These may change in light of a change in the service provided by the Partnership, but any such change will be fully discussed with the post holder.
- This job description is subject to an annual review.

Liaison with the Practice Manager and other senior coordinators

- Continually assess and evaluate operational systems, recommending changes and improvements to the Practice Manager or other coordinators as appropriate.
- Provide administrative support to the Practice Manager as necessary

Administration

- Attend staff meetings as needed
- Ensure that all records are maintained accurately and efficiently
- Ensure correspondence, reports and results, etc., are filed correctly

Patient services

- Support and Deal with complaints in accordance with Practice Complaints Procedure, referring to the Practice Manager as appropriate.
- Ensure adequate staffing for patient services.
- Explain practice arrangements and formal requirements to new patients.
- Advise patients of relevant charges for private services, accept payment and issue receipts.
- Ensure that patients without appointments but who require 'urgent consultation' are seen in a logical and non-disruptive manner.
- Deal with requests for home visits and liaise with the Duty Doctor accordingly.
- Dealing with doctors' rota – adding details to the computer system, booking locals and liaising with the Practice Manager re all aspects of the rota on a weekly basis

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

Information Technology

- Have full understanding of appointment system.
- Have a working knowledge of all software and hardware.
- Deal with IT problems in the absence of the Operations Manager.
- Train staff in use of system.

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

Health & Safety:

The post-holder will implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the Practice's Health & Safety policy, the Practice's Health & Safety manual, and the Practice's Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.

- Maintain an up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- 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 across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum annually)
- Routine management of own team / team areas, and maintenance of work space standards

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Completing training on Blue Stream Academy website
- Ensuring that knowledge of protocols & policies on QCS website is kept up to date

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

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

This job description is designed to reflect duties currently incorporated in this post. These may change in light of a change in the service provided by the Partnership, but any such change will be fully discussed with the post holder. This job description is subject to an annual review.

August 2024