

JOB VACANCY

Job title	Receptionist
Line Manager	Reception Manager
Accountable to	Practice Manager
Hours	Full / Part time available
Contract	Permanent
Salary	£10.50 starting salary

Job Summary

To be responsible for undertaking a wide range of reception duties and the provision of general support to the multidisciplinary team. Duties can include but are not limited to, greeting and directing patients, effective use of the appointment system, booking appointments, processing of information 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.

We are seeking individuals to fulfil the following shift patterns:

Shift 1 (37.5 hours per week):

Monday - 8:00am – 6:00pm (*including 30 minutes break*)
Tuesday - 8:00am – 6:00pm (*including 30 minutes break*)
Thursday - 8:30am – 6:00pm (*including 30 minutes break*)
Friday - 8:30am – 6:30pm (*including 30 minutes break*)

Shift 2 (29.5 hours per week)

Monday 2:30pm – 7:00pm
Tuesday 2:30pm – 6:30pm
Wednesday 1:00pm – 6:30pm
Thursday 1:30pm – 7:00pm
Friday – 8:00am – 6:30pm (*including 30 minutes break*)

Key Responsibilities

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

- Maintaining and monitoring the practice appointment system
- Process personal, telephone and e-requests for appointments
- Answer incoming phone calls, transferring calls or dealing with the callers request appropriately
- Signpost patients to the correct service
- Initiating contact with and responding to, requests from patients, team members and external agencies
- Read code data on EMIS
- Photocopy documentation as required
- Input data into the patient's healthcare records as necessary
- Manage all queries as necessary in an efficient manner
- Carry out system searches as requested
- Maintain a clean, tidy, effective working area at all times
- Monitor and maintain the reception area and notice boards

- m. Support all clinical staff with general tasks as requested

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

- a. Complete opening and closing procedures in accordance with the duty rota

All staff at Parkbury House Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

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 organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

Confidentiality

This organisation 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 and 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.

Parkbury House Surgery continually strives to improve work processes which deliver healthcare 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.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

At Parkbury House Surgery, you will be required to complete the induction programme and the practice management team will support you throughout the process.

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 in and complete mandatory training as directed by their line manager. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Person Specification - Receptionist

Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties		✓
Experience of working in a health care setting		✓
Skills & Knowledge	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS user skills		✓
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
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	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	