



HANNAGE BROOK MEDICAL CENTRE

JOB DESCRIPTION

JOB TITLE: RELIEF RECEPTIONIST

REPORTS TO: RECEPTION LEAD

Hourly Rate : £11.90 to £12.14

Contracted hours: 1 session per with ability to fulfil other offered shifts within the week

Job Summary:

- Offer 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
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

Job responsibilities:

General Reception Duties:

- Receiving patients at the front desk, dealing with them in a polite, helpful and friendly manner
- Answering the telephone and acting upon the content of the call
- Receiving and passing on messages – face-to-face, via telephone or computer
- Arranging the most appropriate appointment for patients
- Dealing with the registration procedure for new patients
- Contacting patients as instructed by clinicians
- General office duties, including dealing with incoming and outgoing mail, sending emails and photocopying
- To have a thorough knowledge of all practice procedures.
- Be able to cover all reception positions as necessary
- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of practice area).
- Process repeat prescription request in accordance with practice guidelines.

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 assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

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

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

Personal/Professional Development

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Effectively manage own time, workload and resources
- Making effective use of training to update knowledge and skills
- Participate in any training programme implemented by the Practice as part of this employment

Signed

Print Name

Date

Receptionist Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSEs at grade C/4 or above, or equivalent, including English and Maths 	<ul style="list-style-type: none"> • Any qualification/experience giving evidence of computer skills • Any qualification/experience giving evidence of customer service skills
Skills and Qualities	<ul style="list-style-type: none"> • Excellent oral communication skills, both face to face and on the phone • Ability to take in information and convey this accurately to a third party • Organisational / problem solving skills • Flexibility • Ability to cope under pressure • Ability to deal with people patiently, and to convey an attitude of helpfulness • Excellent keyboard and computer skills • Ability to work as part of an integrated multi-skilled team • Ability to use own judgement, resourcefulness and common sense • Resilient 	<ul style="list-style-type: none"> • Knowledge of clinical software, preferably 'SystemOne' clinical system
Experience	<ul style="list-style-type: none"> • Experience of working in an administrative office environment • Experience of dealing with people in a customer services role • Experience of working as part of a team 	<ul style="list-style-type: none"> • Previous experience working in a Primary Care setting • Previous experience as a receptionist in General Practice • Experience of answering calls in a high call volume environment