



JOB TITLE: Reception Supervisor

OPERATIONALLY RESPONSIBLE TO: Practice Manager

LOCATION: Creekmoor/Oakdale

Job Summary:

The post holder is responsible for the day-to-day supervision of all reception staff and associated functions, ensuring all functions are carried out in accordance with agreed procedures, protocols and timescales and reporting to the Reception Manager as necessary. To promote a harmonious and professional atmosphere in this public facing role.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. This role will develop as the business develops, subsequently leading to changes in the job responsibilities. At all times the post holder must act in a manner consistent with the code of conduct and the NHS.

Main duties and responsibilities:

1) Supervisory Role

- Hold responsibility for the day-to-day supervision of reception and associated functions across two sites
- Manage the reception team and support the receptionists
- Act as a role model to the reception team, supporting, motivating and promoting staff relations
- Have a full understanding of the appointment system
- Oversee the alteration/cancellation of clinics and make alternative arrangements in an emergency.
- Oversee e-learning and training of all reception staff
- Ensure adequate staffing levels, organise rotas in conjunction with the management team ensuring all functions are covered
- Manage day to day issues that may arise within the team or with individuals
- Continually assess and evaluate systems and quality, recommending changes and improvements to management as appropriate.
- Organise and attend Team meetings
- Assist with general complaints relating to reception duties, appointments, prescriptions
- Ensure front of house is presentable at all times, includes reception and waiting room

- Liaise with cleaners where appropriate should service levels drop
- Regularly audit clinical rooms to ensure appropriate equipment is in place and in good working order
- Work on appropriate ad-hoc projects as and when required

2) Reception/Admin Duties:

- Deal with general telephone enquiries from patients/ general public and other health professionals
- Book appointments and home visits
- Process requests for repeat prescriptions
- Register new patients, ensuring full practice information is given
- Ensure reception emails are responded to quickly and efficiently
- Undertake a variety of administration duties to assist the smooth running of the organisation

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

3) Communication:

- Liaise daily with Management team on staffing and workloads
- Establish and maintain effective working relationships with individuals and other health care partnerships.
- To communicate effectively using a variety of communications skills: verbal, & non-verbal, written, and electronic, with a range of individuals and organisations within and external to Birchwood Medical Practice and the NHS.
- Assess individual communication needs and understanding for informed consent.

4) General:

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with **policies and Caldicott guidelines**.
- To carry out other duties commensurate with the grade as directed.
- Attend meetings as agreed
- Maintaining regular consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety / environmental procedures.
- To have a good understanding of company policies and procedures as laid out in Birchwood Medical Practice and Conditions.

Equality & 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, feeling, priorities and rights.

Flexibility:

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated partner.

Confidentiality:

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

Health & Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Rehabilitation of Offenders Act:

This post is exempt from the Rehabilitation of Offenders Act 1974, therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This job description is not restrictive and will be reviewed in consultation with the post holder as appropriate.

Date issued to post holder

Accepted by post holder

Name:

Signature:

Date:

Person Specification

	Essential	Desirable
Academic/ Vocational Qualifications	• Supervision experience • Good keyboard skills – experience of using Microsoft office e.g. Word, Excel • Full driving license	• CLAIT Award / ECDL • Experience of using SystemOne computer software
Experience	• Experience of working in a multidisciplinary environment with a wide range of individuals at different levels. • Experience of working within a GP Practice • Experience of developing relationships with external agencies and organisations. • Experience in delivering high level customer service.	• Experience in training new staff • Experience of dealing with complaints
Knowledge	• An understanding of the role of Primary Care within the wider NHS. • An understanding of the structure for the delivery for primary health care services.	• An understanding of the implications of cultural difference for service delivery. • An understanding of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services. • An understanding of team dynamics, including what factors make a team work well and what can go wrong
Skills	• Can work well in a team and autonomously. • Able to build effective working relationships at all levels. • Able to demonstrate innovative practice.	

	• Has excellent communication (oral and written) and interpersonal skills. • Able to listen carefully in order to understand the needs of others and empathise • Good time management - Able to organize own day-to-day tasks and able to prioritise time sensitive tasks • Able to be proactive • Able to deal with change in a rapidly changing environment. • Able to deal sensitively with anguished and distressed individuals. • Able to remain impartial and non-judgmental during times of sensitivity, stress and conflict. • Able to maintain accurate records • Able to maintain confidentiality at all times with regards to patients and staff.	
Qualities	• Self motivating – able to work with minimal supervision • Adaptable and innovative • Gains respect by example and leadership • Honest, caring and sympathetic • Personable and approachable • Hard working, reliable and resourceful	
Other Instructions	• Willing to work flexible hours as necessary and across sites to achieve work life balance for self and within the team • Willing to undertake training relevant to the position	