

PORTSDOWN GROUP PRACTICE JOB DESCRIPTION



Title: Senior Receptionist

Responsible To: Surgery Team Leader/Surgery Team Manager

Main Purpose of the Post:

To provide high quality reception and general office/administration tasks, relating to the practice's provision of excellent primary healthcare, and the smooth, effective running of the practice.

To provide senior support to the Surgery Team Leader and act as a point of contact for day-to-day enquiries and agreed monitoring tasks during periods of absence.

Duties & Responsibilities of the Post:

Reception:

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional.
- 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.
- Deal with all general enquiries including booking, cancelling and amending appointments.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.
- Register new patients to the practice onto the clinical system.
- Receive and make telephone calls as required; participate in the practice centralised call centre.
- Promote online services to patients.
- Advise patients of relevant charges for private services.
- Take payment and issue receipts for any chargeable services, ensuring accurate record keeping
- Assist Patients with Anima requests.
- Take administrative responsibility for specific clinics

Administration:

- Receive and disseminate incoming mail as appropriate.
- Ensure any safeguarding report requests are passed to the secretarial team in a timely manner.
- Open/close premises in line with procedure – including activation/deactivation of alarm.
- Ensure the premises are completely secure – report any security issues accordingly.

Senior Duties:

- Support the Surgery Team Leader (STL) in the day to day running of the site, providing senior cover during periods of leave and sickness absence.
- Support the reception team adapt to changes and promote a positive approach.
- Help ensure monthly reporting duties are met in the Surgery Team Leader's absence.
- Be available to help and advise new staff during their induction and training.
- Act as a point of contact and support for agreed areas of practice administration
- Help maintain high standards across reception and administration tasks.
- Assist in ensuring the site follows practice policies and health and safety requirements

Confidentiality:

- As per both Government legislation and Practice policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to. Reporting any infringements to the Operations Office immediately.

PORTSDOWN GROUP PRACTICE

JOB DESCRIPTION

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
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- 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:

- Participate in an annual performance review to discuss own achievements, development, and future goals.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will contribute to maintaining 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, seeking support when required.
- support the induction and training of new staff at site.
- contribute to team effectiveness by sharing ideas and suggesting improvements to working practices
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Communication/Information:

The post-holder should recognize the importance of effective communication within the practice and management team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Work in accordance with practice policies, standards and guidance.
- Discuss with colleagues how changes to policies, standards, and guidance may impact working practices
- Participate in audit where appropriate

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JOB DESCRIPTION

Any other delegated duties considered appropriate to the post.

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer, the responsibility for review and modification of duties. Suggestions and discussions are welcome.

Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. You are required to be flexible and the practice reserves the right to alter such fixed hours as may be considered necessary to ensure the surgery runs smoothly.

Business operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1300 Saturday), with possible requirement for some future evening and weekend working as the business develops.

Criteria	Essential	Desirable
Knowledge	Provide excellent customer service	Knowledge of clinical systems.
	Information Governance/GDPR.	Knowledge of local healthcare schemes e.g Pharmacy First.
Skills	Ability to work under pressure.	Look for ways to improve service
	Ability to prioritise.	Stock Management.
	Excellent interpersonal skills, and telephone manner.	
	Attention to detail.	
	Able to motivate others.	
	Appropriate use of initiative.	
Experience	At least 2 years' experience in a customer facing role.	Previous experience in a healthcare setting.
		Experience overseeing the work of a team and providing guidance.
Qualifications	Good standard of English and Maths (evidenced in GCSE or equivalent)	NVQ in customer service or equivalent.