**Kingswood Medical Centre (KMC)**

**Receptionist job description & person specification**

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| **Job Title** | Receptionist/ Care navigator |
| **Line Manager** | Practice manager |
| **Accountable to** | The Partners |
| **Hours per week** | Full time/ Part time |

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| **Mission Statement**  |
| Our Surgery aims to provide excellent clinical care that is available, accessible, and efficient.  We recognise the benefit of good teamwork to achieve our aims, provide the best possible service to patients as well as appropriate reward and job satisfaction for the team. |

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| **Job Summary** |
| To be responsible for undertaking a wide range of reception and administrative duties and the provision of general support to the multidisciplinary team. Duties can include, but are not limited to, greeting and directing patients, booking appointments, patient registration, processing of information (electronic and hard copy) 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.  |

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| **Primary Specific 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:1. Greeting patients politely and ensuring that the appointment system is run efficiently.
2. Monitor the flow of patients to and from consulting rooms, managing queues through telephone and face to face interaction.

 1. Answer incoming phone calls, transferring calls or dealing with the callers request appropriately and in timely manner
2. Signpost patients to the correct service.
3. Respond to all queries and requests for assistance from patients and other visitors to the practice as appropriate.
4. Enter and booking requests for home visits including all relevant information.
5. Explain practice arrangements and requirements for new and temporary patients.
6. Accept registration forms from prospective patients ensuring adherence to practice policies, including the Online request
7. Process incoming and outgoing mail
8. Manage by prioritising all queries (including administrative queries, tasks, results, etc) as necessary in an efficient and timely manner
9. Process all prescription requests efficiently following the practice protocol
10. Following all the Reception processes and SOPs
11. Initiating contact with and responding to, requests from patients, team members and external agencies
12. Process referrals to external agencies i.e. SPA as per request from the clinicians.
13. Data entry of new and temporary registrations and relevant patient information as required using S1 templates
14. Complete opening and closing procedures in accordance with the duty admin rota
15. Support all clinical staff with general tasks as requested
16. Process requests for information i.e. SAR, insurance / solicitors letters and DVLA forms to the administrative team by using S1 “Reception Template”
17. Post letters by following the practice process
18. Handle specimens as per practice protocol and prepare collection for the hospital currier
19. Accept delivery of vaccines as per practice protocol
20. Accept all other deliveries and action in timely manner
21. Ensure patients have access to any relevant leaflets, support groups, etc.
22. Maintain a clean, tidy, effective working area at all times
23. Monitor and maintain the reception area and notice boards
24. Report and Maintenance matters to the Senior Receptionist
25. Processing Death Notifications
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| **Management of appointment system**Maintain working knowledge of the appointment system i.e. times of all clinics, duration of appointments, knowledge of computer system, doctors rotas, procedures for booking routine and urgent appointments, including all the relevant HUB clinics and PCN practitioners. Book appointments accurately and appropriately.Monitor daily available appointments and report any overload to Senior Receptionist. **Management of medical records and administration**Ensure medical records are kept accurately by entering factual information on S1 in professional language. Carry out scanning of clinical documents as per written procedures, ensuring accuracy of appending to electronic patient record.Retrieve and re-file records as required by clinical staff.  |

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| **Generic Responsibilities** |
| All staff at KMC have a duty to conform to the following:**Equality, Diversity & Inclusion**A good attitude and positive action towards ED&I creates and 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 practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation. **Confidentiality**This practice 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 & 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.This practice continually strives to improve work processes which deliver health care 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. **Induction Training**On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Senior Receptionist.**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 are required to partake and complete mandatory training in the time frames agreed as per The Practice Training Matrix, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery. Also, taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work **Collaborative Working**All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.**Service Delivery**Staff at KMC must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure. **Security**The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.**Professional Conduct**At Kingswood Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. |

The person specification for this role is detailed below.

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| **Person Specification – Receptionist / Administrator** |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) |  | ✓ |
| AMSPAR Receptionists Qualification |  | ✓ |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative / receptionist duties | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| SystmOne user skills | ✓ |  |
| Effective time management (Planning & Organising) | ✓ |  |
| 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 | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.