

## BUILTH & LLANWRTYD GROUP MEDICAL PRACTICE

**JOB TITLE: RECEPTIONIST/ADMINISTRATOR**

**REPORTS TO: ASSISTANT PRACTICE MANAGER**

**ACCOUNTABLE TO: PRACTICE MANAGER**

**HOURS: as per contract**

### **Job summary:**

The purpose of the role is to:

- 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.

### **Duties and responsibilities:**

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the senior receptionist/practice manager, dependent on current and evolving practice workload and staffing levels:

- Opening up/locking up of practice premises and maintaining security in accordance with practice protocols
- Maintaining and monitoring the practice appointments system
- Processing personal and telephone requests for appointments, visits and telephone consultations, and ensuring callers are directed to the appropriate healthcare professional.
- Processing and distributing incoming (and outgoing) mail.
- Taking messages and passing on information
- Filing and retrieving paperwork
- Processing repeat prescriptions in accordance with practice guidelines
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers

- Providing clerical assistance to practice staff as required from time to time, including word/data processing, filing, photocopying and scanning
- Ordering, re-ordering and monitoring of stationery and other supplies
- Provision of refreshments for staff and visitors as required, loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter
- Undertake specific allocated duties in line with protocol.

### **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, free from hazards
- Actively reporting 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.

**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 recognises 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 that 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, with 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.

**Quality:**

The post-holder will strive to maintain 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, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognise the importance of effective communication within the 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:

- 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.

- **Safeguarding Vulnerable People:**

- The post-holder will take personal responsibility for safeguarding; acting in accordance to Practice Policy and local arrangements in respect of Adult and Child Protection and in accordance with their role.

- **Disclosure & Barring Service Check**

- This post is subject to the Rehabilitation of Offenders (Exceptions) Order 1975 which makes certain regulated activity (for example work with children, young people and/or vulnerable adults) exempt from the Act, therefore requires individuals seeking to work with those groups to be subject to disclosure. The post-holder will be required to undergo a Standard Disclosure and Barring Service (DBS) check for any previous criminal convictions.

- **HOLIDAYS**

The annual entitlement is as follows:

- Completion of employment to 3 years is 23 working days,
- Completion of 3- 5 years is 25 working days
- Over 5 years is 29days

All of which is exclusive of statutory Public Holidays (pro rata for part time staff).

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Good General Secondary Education to GCSE level standard.</li> <li>• Excellent standard of numeracy and literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Vocational Qualification in ICT/Keyboard/Text/Data Processing.</li> </ul>
<b>Relevant Work Experience</b>	<ul style="list-style-type: none"> <li>• Customer care.</li> <li>• Stable work history.</li> <li>• Experience of answering telephone calls in a high call volume environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous health service experience</li> </ul>
<b>Key Skills</b>	<ul style="list-style-type: none"> <li>• Good communication and listening skills.</li> <li>• Telephone techniques.</li> <li>• Accuracy and attention to detail.</li> <li>• Proven proficiency in the use of Information Technology.</li> <li>• Keyboard skills.</li> <li>• Adherence to procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of medical terminology</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• An understanding, acceptance and adherence to the need for strict confidentiality.</li> <li>• Flexible approach to work in order to meet the needs of the service.</li> <li>• Positive, professional and empathetic.</li> <li>• Flexible approach to learning.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work to deadlines.</li> <li>• Knowledge of General Data Protection.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to Work as part of an integrated multi-team.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Good organisational skills.</li> <li>▪ Able to use own initiative.</li> <li>• Able to prioritise own workload when required given conflicting demands.</li> <li>• Able to undertake training.</li> <li>• An understanding, acceptance and adherence to practice protocols and procedures.</li> <li>• Positive attitude and able to accept feedback.</li> </ul>	