



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>LEAD RECEPTIONIST</b>
<b>REPORTS TO:</b>	<b>CUSTOMER SERVICE MANAGER</b>
<b>HOURS:</b>	<b>30 hours per week (MONDAY – FRIDAY/ MORNINGS &amp; EVENINGS)</b>
<b>SALARY:</b>	<b>£9.00 PER HOUR</b>

### **Job Summary:**

Responsible for the day to day supervision and management of all reception staff and associated functions including the repeat prescribing and the clinical system, ensuring all functions are carried out in accordance with agreed procedures, protocols and time-scales, reporting to the Customer Service Manager. You may be required to work across both of our sites.

### **Job responsibilities:**

General Reception duties:

- Opening / Closing premises where necessary
- Answering general enquiries and making patient appointments
- Explaining of practice procedures to patients
- Processing repeat prescription requests
- Receiving and directing patients on arrival
- Filing and extracting records / notes
- Handling external and internal post
- Recording requests for home visits
- Giving patients test results
- Booking transport for patients
- Scanning of documents onto patient records
- Use of all computerised systems available (e.g. VPLS / Apollo) etc
- Fax and photocopy as required
- Any other reception duties as reasonably required

### **Additional responsibilities:**

You will work closely with the Customer Service Manager in all the following areas:

- Promote and drive a customer focused culture
- Manage the Reception office to ensure maximised efficiency and adequate telephone cover – oversee a daily scheduled list of activities
- Recruitment, induction and training of all new staff to agreed standards
- Liaise with external parties coming into each practice (i.e. room allocation / equipment requests)
- Ensure adequate staffing levels, approving annual and other leave and organising Saturday rotas in line with agreed policy
- Assist in the resolution of any conflicts within the Reception area, resolving informal complaints locally and assisting in the investigation of and response to formal complaints as required
- Continually assess and evaluate systems recommending changes and improvements as appropriate – Assist with production and upkeep of practice protocols manual
- Coach, train and motivate team members ensuring professional standards are maintained at all times (Lead by example)

- Deal with individuals performance and disciplinary issues
- Order stock such as stationary, refreshments and other sundry items in line with agreed ordering procedure / budgets
- Take an active and leadership role in team meetings
- Ensure the Reception team are managing the following in accordance with agreed procedures:  
Maintenance of Immunisation register and SIRS.  
Maintenance of Cervical Cytology system and OCCURS  
Maintenance of Child Screening system  
Maintain Practice morbidity register  
Retrieve patient notes for return to health board (Deductions)  
Sending of DNA letters  
Preparation of patient resources  
Registration of new patients  
Management of Discharge summaries  
Management of private medical forms and other correspondence within agreed timescales and protocols
- Deputise for the Customer Service Manager as required
- The above list of duties is not exhaustive and may be subject to change as deemed necessary.

### **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, to 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
- 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 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 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
- Ensure communication systems are running smoothly and all parties within the practice are kept informed of changes.

### **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