

Coleridge Medical Centre

Job Description

Post: Receptionist/Administrator

Based at: The Coleridge Medical Centre
Canaan Way
Ottery St Mary
EX11 1EQ

Accountable to: The Practice Manager

All candidates will be considered on their ability to meet the requirements of the personal specification and special requirements for the post.

JOB SPECIFICATION

- Work effectively as a member of the reception team, contributing to the efficient running of the surgery reception area, and the general smooth running of the Practice.
- Provide the link between patients, doctors, nurses and other health care professionals.
- Communicate effectively with colleagues and patients, via telephone, IT and in person.
- Assist with the organisation of surgery appointments for doctors and nurses.
- Undertake the preparatory work for prescribing by doctors.

PERSONAL SPECIFICATION

- Discretion and confidentiality
- Effective communication skills
- Ability to remain calm and rational at all times
- Effective team worker
- Friendly outgoing personality
- Flexibility
- Good standard of education
- IT/Keyboard skills

SPECIAL REQUIREMENTS OF THE POST

- **Confidentiality** understand and accept the strictly confidential nature of the working environment. Undertake all duties with regard to total confidentiality at all times.
- **Adhere to all Practice Policies** including Data Protection, IT, Confidentiality, Health & Safety.
- **Flexibility** apply a flexible approach to working hours and duties.
- **Good communication and interpersonal skills** with patients in person, electronically and by telephone, with colleagues as part of a team, with Medical Professionals and external organisations.
- **Ability to work under pressure** and keep calm, maintaining a balance of efficiency and good humour.
- **To use initiative**, but also to recognise when it is necessary to seek assistance

DUTIES

- Assess patient's needs and provide them with support and guidance in their choice of clinic appointment and appropriate clinician.
- Make judgements, using common sense, to respond to patient's general (non clinical) enquiries and requests.
- Arrange appointments with doctors and nurses, according to Practice custom using the computerised appointment system.
- Accurately record and relay messages, both in person, electronically and by telephone.
- Undertake the processing of repeat prescriptions.
- Accurately file and retrieve records and correspondence, as required.
- Office equipment – the receptionist will be required to effectively use the Practice telephone, IT equipment, photocopier, fax machine, document scanner etc.
- There will be a requirement to assist in the general standard of tidiness and cleanliness of the surgery premises and on occasions to assist with clearing up, following the illness of a patient.

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.

HEALTH AND SAFETY

The post holder will assist in promoting and maintaining their own and others' health, safety and security to include:

- Identifying 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 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 which is welcoming to and of the individual is non-judgmental and respects their circumstances, feelings, priorities and rights.

PERSONAL AND PROFESSIONAL DEVELOPMENT

The post holder will participate in any training programme implemented by the practice as part of this employment. Such training may include:

- Participation is 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.

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.

REMUNERATION

Agreed on appointment, according to skills and experience.

NHS Pension Scheme.

NHS Occupational Health Scheme

TERMS AND HOURS

Hours and shifts of work to be agreed on appointment may include some evening and early morning shifts. Working hours will be subject to alteration if required by the Practice.

INDUCTION AND TRAINING

There will be an initial period of supervised 'on the job' training, tailored to the needs of the Practice and the individual.

Additional training and support may be arranged periodically, to provide additional skills to support the more specialised duties of the Receptionist.

Ongoing training & development Receptionists will be encouraged and supported to undertake training, when appropriate, to extend their knowledge in relation to medical practice.

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