

## **JOB DESCRIPTION**

**JOB TITLE:** RECEPTION / ADMINISTRATION ASSISTANT

**REPORTS TO:** Office Manager

**HOURS:** 30 per week (Morning / Afternoon / Evening)

### **Job Summary**

To receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

To provide comprehensive 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.

To ensure that the working environment is kept tidy and fully operational, Health & Safety compliant and that standards and high attention to detail levels are maintained at all times.

Duties may be varied from time to time under the direction of the Management Team, dependent on current and evolving Practice workload and staffing levels:

### **Key Responsibilities**

#### **Administration**

- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written protocols
- Filing post in medical records – electronically or hard copy as appropriate
- Scan and photocopy documents as requested
- Open, sort and distribute incoming mail to appropriate members of the practice or other organisations as appropriate
- Registration of new patients – computer data entry and medical records
- Deducting patients as appropriate.
- Summarising patient notes when received.
- Assist patients in setting up online access
- Process patients change of address – computer data and medical records (have knowledge of practice area.
- Process repeat prescription requests in accordance with practice guidelines
- Scan and process incoming mail and allocate to relevant clinicians and staff
- Process outgoing mail ensuring correct packaging, format and postage to reach destination
- Assist Secretaries and Practice Management with ad-hoc administration tasks as required
- Referral management using electronic referral system.

#### **Reception**

- Receiving patients attending for appointments with members of practice team
- Handing completed repeat prescriptions to patients and checking names and addresses
- Be able to cover all other reception duties as necessary
- Process immediate (and emergency) appointment requests and requests for future appointments from patients by telephone and in person
- Deal with requests for home visits
- Answer telephone and deal with all queries resulting from that call.
- Navigating patients to the most appropriate clinician and care required.
- Advising patients of the relevant charges for private services, accepting all types of payments and issuing receipts where necessary.
- Delivering assistance to clinical staff when needed i.e., chaperoning (after relevant training).
- Dealing with first hand verbal complaints, if not resolved then directed to the complaints team
- Have working knowledge of telephone system, during and after hours.

### **Other Tasks**

- Opening up/locking up of Practice premises and maintaining security in accordance with Practice protocols.
- Prepare/restock and clear rooms before/after surgeries
- Assist with the collection of clinical waste.
- Providing refreshments for staff and visitors as required, and keeping the kitchen clean and tidy
- Any other tasks allocated by managers and/or appropriate to the grade
- Liaison with secondary care (after appropriate training)
- Ensure clinical rooms secure at end of each day with systems appropriately closed down

### **Other Job Responsibilities**

#### **Confidentiality**

- Maintain confidentiality of information, acting within the terms of the Data Protection Act 2018, with specific reference to the General Data Protection Regulations (GDPR) and Caldicott guidance on patient confidentiality at all times
- Maintain an awareness of the Freedom of Information Act
- 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 manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, and the Practice's Infection Control Policy and published procedures
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

## **Equality & Diversity**

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families

## **Personal/Professional Development**

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or 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
- Participating and compliance with training that is deemed to be mandatory in order for the individual to be able to perform the duties as outlined in this job description
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work (eg non-mandatory training), for which training modules will be provided by the practice

## **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
- 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 practice level audit activities where appropriate

## **Other Delegates Duties**

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

*Due to General Data Protection Regulations (GDPR), we are required to advise and/or remind you that any personal data we hold about you as part of your employment with this practice is securely stored, appropriately maintained and accessible for you to view at any time.*