

## **JOB DESCRIPTION**

**JOB TITLE:** RECEPTION SUPERVISOR

**REPORTS TO:** Assistant Practice Manager

**HOURS:** 30.0 - 37.5 per week (exact schedule to be agreed)

### **Job Summary**

To provide support and services to all members of the practice team.

To be responsible for the day-to-day supervision and management of all Administration/Reception staff and associated functions, including the secretarial, repeat prescribing and clinical systems, ensuring all functions are carried out in accordance with agreed procedures, protocols and time-scales, and reporting to the practice management as necessary.

To deputise for the Assistant Practice Manager in appropriate roles and at appropriate functions.

### **Job responsibilities**

#### **Management**

- Oversee the routine daily activities for the reception staff team and ensure individuals are employed to best advantage
- Ensure adequate staffing levels are maintained to provide sufficient provision for all tasks.
- Leading, supporting and influencing the team in delivery of operational results
- Monitor absence, approve leave requests and authorise overtime working for all members of the reception team
- Completion of all rotas on at least 8 weeks in advance for operational day to day cover and able to make last minute adjustments should the need arise for cover such as sickness leave
- Organise regular team meetings, prepare agendas and ensure minutes are distributed in a timely manner
- Conduct annual appraisals for all members of the team and regular 121's
- Monitor and evaluate performance of the reception team against individual objectives set within the PDP, team objectives and KPIs

#### **Training**

- Identify, through the appraisal process, the training needs of team members and update any completed training on relevant systems
- Prepare, review, and participate with the induction protocol for new staff members and liaise with HR about new intakes of staff
- Organise, oversee and evaluate staff induction processes and training and ensure that all staff are adequately trained to fulfil their role
- Implement assessment reviews of those staff conducting staff training and evaluate training effectiveness, and undertake any additional training support as required
- Support and mentor staff, both as individuals and team members
- Plan and execute staff training sessions as relevant to role, including one to one training and group training

- Lead change management with the team by updating guidance as processes change within the organisation, providing training and coaching sessions to staff for successful implementation

### **Appointments Management**

- Oversee the administration of clinical rotas and nurse clinics and their effective use across at least an 8 (as stated above) week period
- Liaise with the Operations Lead for Clinical Scheduling and Patient Liaison regarding cancellations of clinics, coordinating staff to ensure clinics are rearranged with a clear plan in place
- Oversee the appropriate utilisation of clinics, ensuring that appropriate appointments are booked with the relevant clinician

### **Patient and Stakeholder Liaison**

- Create a culture of excellent standards of patient (customer) care
- Deal with patient queries in a timely manner that the team have been unable to address
- Ensure that all tasks are carried out in accordance with practice protocol and published guidance by the team
- Ensure that public areas, including waiting rooms and notice boards, are kept tidy and up to date and that leaflet dispensers are kept stocked with relevant information
- Encourage a proactive approach to patient engagement and empower staff to utilise the opportunity for patient engagement
- Deal with verbal complaints relating to staff and the general day to day running of the practice; identify recurring issues and change procedures where required
- Liaise with external healthcare providers and other organisations e.g. district nurses, health visitors, midwives, palliative care nurses and pharmacies when required
- Liaise with members of the Patient Participation Group regarding reception related processes

### **Finance**

- Ensure that card payments and refunds are processed
- Provide advice to patients regarding Non-NHS fees

### **Buildings Management**

- Ensure repair and maintenance issues are referred to the appropriate individual in a timely manner
- Maintain room allocation register to ensure rooms available for GPs, staff and other visiting professionals
- Allocate staff to fulfil all start and end of day tasks

### **Information Management and Technology**

- Ensure computer and telephone system faults are reported in a timely manner and that remedial action is followed up
- Act as link between the practice and the telephony provider for faults and upgrades
- Set targets and monitoring standards for data entry and data collection
- Work as part of the management team to review necessary KPIs for the team. Help to identify trends and amend necessary standard operating procedures when required
- Provide advice and guidance to members of the team on information governance and confidentiality
- Keep up to date with latest Data Protection legislation and provide guidance and training to staff
- Ensure ICT access is set up appropriately for all members of the team
- Maintain an up-to-date directory of services to promote care navigation and signposting of services to patients

## **Liaison and Communications**

- Develop and maintain effective communications
- Review and monitor the violent patient alerts and share information with the relevant line managers across the group
- Represent the Non-clinical team at management meetings when required

## **Organisation and Improvement**

- Assist the practice with the implementation of new initiatives including new services and mergers
- Identify process improvements and work with relevant leads across the group to implement change and drive efficiency within the team

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

## **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.*