**LEAD FOR RECEPTION AND ADMINISTRATIVE SERVICES JOB DESCRIPTION**

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| **JOB TITLE:** | Lead for Reception and Administrative Services  |
| **LOCATION:** | Burney Street Practice  |
| **REPORTS TO:** | Deputy Practice Manager and Operations Manager |
| **ACCOUNTABLE TO:** | The Practice Partners  |
| **HOURS:** | 37.5 hours per week over 5 days  |
| **STARTING SALARY:** | £15.00 per hour |

**Job Purpose:**

The post holder’s main responsibility will be to lead the Reception & Administrative (R&A) staff in order to ensure patient services are delivered smoothly at all times with adequate cover. The Lead, will ensure that contact between members of the public and the Practice are of the highest quality and meet the clinical needs of the Practice. This includes; front desk and telephone services, all back office tasks and day-to-day supervision of R&A staff and associated functions, in accordance with agreed procedures, protocols and time-scales.

The post holder will work closely with the Deputy Practice Manager and Operations Manager to ensure that R&A staff are continually developing, both as individuals and to meet the continuing changes within the Practice to agreed standards. The post holder will give feedback to the Deputy Practice Manager & Operations Manager to ensure that all issues are addressed within both Reception and Administrative services and the wider context of Practice development.

**Job Responsibilities:**

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

* To fully supervise the R&A team including; assisting and guiding Reception staff, ensuring that front line, back office and telephone services run smoothly.
* Assess the Reception and Admin workload, prioritise and allocate/delegate appropriately to members of the team, ensuring all R&A deadlines are met and administrative items are kept up-to-date.
* Ensure opening up/locking up procedures of the premises are maintained and adhered to (covering yourself when needed).
* To initiate and develop new ideas on R&A organisation, working with the Deputy Practice Manager & Operations Manager.
* Ensure that the waiting rooms are kept clean, tidy and safe on a daily basis to ensure no hazardous objects are left in the Reception area i.e. boxes are folded down and put in the recycle bin outside the front of the surgery.
* To ensure that name tags, couch rolls and general clinical room administration is fit for purpose at the start and end of the day.
* To promote team working and encourage development of the R&A team within a positive working environment, acting as a role model, supporting and motivating team members and promoting good staff relations.
* Work with the Deputy Practice Manager and Operations Manager to produce weekly staff rotas to ensure staffing levels are adequate at all times, including late evening shifts. Inform the Deputy Practice Manager and Operations Manager of any anticipated difficulties with cover.
* Ensure practice policies and procedures are followed and adhered to by all members of the R&A team and inform the Deputy Practice Manager and Operations Manager of any issues arising.
* Ensure the R&A group is made aware of and trained in any changes in Reception and Administrative protocols and procedures, with particular attention to patient confidentiality issues.
* Work with the Deputy Practice Manager and Operations Manager to ensure that Personal Learning Plans for the R&A team are reviewed regularly to ensure that appropriate training and learning needs are met.
* To carry out the induction of new staff members in a timely manner and to sign off any other training for the R&A team.
* Work with the Human Resources Manager to keep the Induction pack up-to-date.
* Carry out general Reception and Admin duties as per Reception and Admin job description.
* Ensure stock control/supplies within Reception and Admin are adequate and report any shortage to the Deputy Practice Manager and Operations Manager.
* To supervise post opening, and scanning of the documents received, including post to host scanning, ensuring it is completed on a daily basis and in a timely manner.
* To supervise and ensure the maintenance of incoming medical records so that they are summarised in a timely manner. Any issues are reported to the Deputy Practice Manager and Operations Manager.
* To ensure appropriate handover/communication processes are in place on a daily basis and remind staff who are not adhering to the protocol.
* To hold weekly meetings with the Deputy Practice Manager and Operations Manager to discuss any Reception and/or Admin issues and action the outcomes accordingly.
* To ensure the room rotas are completed at both sites for the following day. Any issues should be reported to the Deputy Practice Manager and Operations Manager.
* To ensure all R&A staff complete their mandatory training annually and liaise with the Deputy Practice Manager, Operations Manager and Human Resources Manager with updates.

**Services for Patients**

* To ensure information in the waiting rooms is accurate and up-to-date, and liaise with those responsible for the noticeboards where appropriate.
* To ensure telephone calls are answered in a timely manner by Reception, monitoring waiting times and queue length and reporting any issues to the Deputy Practice Manager/Operations Manager.
* To deal with both general telephone enquiries from patients and the general public, and the more complex enquiries from patients, as well as supporting the team with more challenging phone calls.
* Ensure the patient check-in system is accurate, reflecting clinicians’ whereabouts on any given day, including information on locum doctors or nurses.
* To identify and troubleshoot problems that will affect the services offered to patients, reporting them to the Deputy Practice Manager/Operations Manager as necessary.
* To ensure the Home Visit book is completed by both Reception staff and the clinician visiting the patient, and that the correct patient records are printed and kept ready for the clinician prior to their visit.
* To monitor and ensure repeat prescription requests received over the phone, via e-Consult and the collection box are dealt with by the prescription clerk.
* Audit the prescription collection boxes, letters and tests drawers and any other collection documents to ensure out of date documents such as prescriptions are destroyed following the Practice protocol. This is to be monitored on a weekly basis and findings reported to the Deputy Practice Manager.

**General Duties**

* To attend relevant Practice staff meetings, away days and training days as appropriate, for which time in lieu will be credited if not on your working day.
* To ensure cancelled clinics are appropriately delegated and dealt with by the team.
* To ensure the front desk is always staffed and that staff are rotated around all functions of Reception (front desk, telephones, on-call administration and scanning desk).
* To monitor and ensure that patient confidentiality is adhered to and data security is maintained.
* To monitor late attendance by staff and report these to the Deputy Practice Manager/Operations Manager.
* To monitor and record holiday requests and validate overtime (paid or lieu) for R&A staff, ensuring adequate cover at all times.
* To communicate effectively and promptly in response to all enquires using a high level of discretion, tact, diplomacy and empathy in a calm and collected manner, which will ensure a smooth, efficient, friendly and welcoming Practice.
* To take accurate messages and relay them to the relevant personnel in the most appropriate manner.
* Ensure the building is secure upon exit at the end of the day.
* Ensure that all staff within Reception and Admin understand and act upon the prompts (QOF/Pink box) in patient’s notes.
* To develop, implement and embed efficient Reception and Admin processes and procedures.
* To ensure the originals of scanned documents are destroyed on a rolling 3 month basis (to be introduced).

**Supervisory and Staff Management Duties:**

* To co-ordinate training and staff inductions, ensuring they are completed by the appropriate deadlines in association with the HR Manager, Deputy Practice Manager and Operations Manager.
* To act as a good role model for the team, supporting, motivating and promoting good staff relations.
* To act as Holiday Manager for the Reception and Admin team.
* To perform Reception staff appraisals annually, with the Deputy Practice Manager and Operations Manager.
* To address any poor performance with the R&A member concerned and liaise with the Deputy Practice Manager/Operations Manager to plan any remedial actions.
* Use Practice Index to record any absence, holidays or training.
* Liaise with the Deputy Practice Manager/Operations Manager concerning staffing and organisation of work, suggesting improvements where appropriate.
* Conduct Return to Work interviews with staff returning from sickness absence, document the meeting and pass to HR Manager, Deputy Practice Manager for recording in employee’s HR file.

**Information/Information Technology:**

* Have a working knowledge of all software and hardware used within the Reception area.
* Deal with IT problems in the Reception area, contacting the IT department where necessary.
* Train staff in use of the IT systems.
* Ensure that all telephone calls are answered and processed quickly and efficiently by all staff.
* Act as a central source of information and solution.

**Admin Services (not the full list):**

* To fully understand the New Patient Registration Processes (GMS1/GMS3).
* Understand FP69s and process them in accordance with the Practice policy.
* To ensure DOCMAN, all tasks, triage and internal mailboxes are completed and managed effectively.
* To ensure Patient Registrations and Deductions are carried out in a timely manner.
* To train Reception staff and ensure they understand the correct Registration processes, along with their Reception duties.
* To ensure all staff understand the access to medical records process, safeguarding process and all admin functions relating to clinical admin support.

**Personal Development and Training:**

* Attend all Mandatory and Statutory training as required or indicated by the Management team.
* Take responsibility for your own development, learning and performance and demonstrating skills to others who are undertaking similar training and development.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in regard 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 regarding patients and their carers, and other healthcare workers. They may also have access to information regarding the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information regarding 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 regarding confidentiality and the protection of personal and sensitive data.

**Communications:**

The post holder will recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with all team members.
* Communicate effectively with patients and carers.
* Communicate effectively with Out of Hours clients and locums.
* Recognise people’s needs for alternative methods of communication and respond accordingly.
* Communicate on a proactive basis, as well as a responsive basis.
* To perform all of the above with, care, kindness, empathy and respect.

**General Tasks:**

* Assist with the gathering of statistics and information when required.
* Provide cover for members of the support team during periods of absence.
* Carry out administrative tasks as delegated by clinicians and non-clinical staff.
* Any working issues identified should be proactively brought to the attention of the relevant person, or escalated appropriately.
* Manage and prioritise own workload.
* To ensure safeguards are robustly followed, in order to minimise errors and reduce risk.
* Any other tasks allocated by Managers.

**Health and safety:**

The post-holder will proactively assist in the promotion of a safe working environment, ensuring their safety and security, and that of others, as defined in the Practice Health & Safety Policy, the Practice Health & Safety manual, the Practice Infection Control policy and other published procedures. This will include:

* Using personal security systems and procedures within the workplace, according to Practice guidelines.
* Identifying the risks involved in work activities, and undertaking such activities in a way that manages or mitigates those risks.
* Using appropriate Infection Control procedures, maintaining work areas in a tidy and safe way, free from hazards.
* Actively reporting health and safety risks or hazards, or infection risks immediately, when identified.
* Keeping your own work areas and general/patient areas generally clean and tidy, assisting in the maintenance of general standards of cleanliness, consistent within the scope of the job holder’s role.
* Undertaking periodic Infection Control training (minimum annually).
* Ensure the welfare of children and other vulnerable patients, by adhering to the Safeguarding protocols.

**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 respectful and non-judgmental, in regard to other people and their circumstances, feelings, priorities and rights.

**Quality of Work and Practice Services:**

The post-holder will strive to maintain and improve standards within the Practice, and will proactively:

* Alert other team members to issues of quality and risk.
* Assess own performance and assume accountability for their own actions, either directly or under supervision.
* Contribute to the effectiveness of the team, by reflecting on their own and the team’s activities, and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient’s needs.
* Effectively manage own time, workload and resources.

**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 their work.
* Participate in audits where appropriate.
* Work closely with the Deputy Practice Manager, Operations Manager and wider Management team.
* Hold fortnightly meetings with the Deputy Practice Manager/Operations Manager, and provide updates in all the above areas.
* Assist the Deputy Practice Manager/Operations Manager and wider Management team, as and when required, with other jobs.

Written: 25/10/2024

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| P**erson Specification – Lead for Reception & Administrative Services**  |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent (English GCSE) | ✓ |  |
| Basic IT qualification such as ECDL |  | ✓ |
| GCSE Mathematics & English (C or above) |  | ✓ |
| AMSPAR Receptionists Qualification |  | ✓ |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a GP Practice | ✓ |  |
| Experience of working within a pressurised environment | ✓ |  |
| Previous Receptionist experience, preferably within a healthcare setting or similar | ✓ |  |
| GP Senior Reception experience |  | ✓ |
| Detailed experience of administrative duties in a GP setting | ✓ |  |
| Experience of working in a health care setting |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Excellent interpersonal skills with a sympathetic and caring approach to the public | ✓ |  |
| Understanding the need for confidentiality & data awareness issues | ✓ |  |
| Strong IT skills | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| Knowledge of EMIS Web (or other clinical system) |  | ✓ |
| Willing to take advice, follow instruction and undertake delegate duties | ✓ |  |
| Effective time management (planning and organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Ability to prioritise workload and multitask | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Problem solving and analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Professional appearance and conduct | ✓ |  |
| Friendly and approachable manner | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |