

**Oxford Street Surgery
Workington, Cumbria.
Receptionist**

We are seeking an experienced part-time receptionist to join our reception team. The successful candidates will deliver a friendly, confidential and efficient reception service. Good communication skills and able to work under pressure and on own initiative is essential. Computer skills and previous work in primary care is advantageous but training will be provided.

Hourly rate £8.22. 15 hours per week (Week 1: Mon/Tues am, Fri pm, Week 2 Mon/Tues pm, Wed am with flexibility to cover additional shifts.

Please apply in writing with CV to Sharon Wilson, Practice Manager, Oxford Street Surgery, 20 Oxford Street, Workington CA14 2AJ or email: Sharon.wilson@gp-A82050.nhs.uk

Closing date 28 February 2019

JOB DESCRIPTION

JOB TITLE: RECEPTIONIST/ADMINISTRATOR

REPORTS TO: RECEPTION MANAGER / PRACTICE MANAGER

HOURS: _ hours per week

Job summary:

The purpose of the role is to:

- Offer 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
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of secretarial and clerical support to clinical staff and other members of the practice team
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Duties and responsibilities:

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the reception manager/practice manager, dependent on current and evolving practice workload and staffing levels:

- Opening up/locking-up of practice premises and maintaining security in accordance with Practice protocols
- Assist with maintaining and monitoring the practice appointments systems
- Dealing with personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed timely to the appropriate healthcare professional
- Taking messages and passing on information accurately and timely
- Processing messages to reception from clinical staff, e.g. electronic tasks, docman.
- Computer data entry using the Read code dictionary; processing and recording information in accordance with practice procedures
- Filing and retrieving paperwork
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers

- Providing clerical assistance to practice staff as required, including word/data processing, filing, photocopying and scanning
- Processing and distributing incoming and outgoing mail
- Liaise with the Nurse Manager to arrange chronic disease clinics
- Run searches on the clinical system to extract required information timely and efficiently
- Ordering, re-ordering and monitoring of stationery and other supplies
- Provision of refreshments for staff and visitors as required and keeping the kitchen area clean and tidy
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter

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 and the practice Infection Control Policy. This will 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
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role

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 annual individual performance review. 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 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 and recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Participate in audit where appropriate

Post Holder Signature

Date
