

## RECEPTION ADMINISTRATOR JOB DESCRIPTION

<b>JOB TITLE:</b>	Reception Administrator
<b>LOCATION:</b>	Charlotte Keel Medical Practice
<b>RESPONSIBLE TO:</b>	Reception Team Leader
<b>OVERALL ACCOUNTABLE TO:</b>	Practice Manager

### Job Context

BrisDoc currently operates the following services: (1) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices; (2) Daytime GP Practices (Broadmead Medical Centre (which also has a walk-in service), Northville Family Practice, Bishopston Medical Practice, Charlotte Keel Medical Practice and the Bristol Homeless Health Service; (3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

### Job Summary

This post holder will work in the reception department as part of the Charlotte Keel Medical Practice Reception Services team. The post-holder will receive, assist and direct patients in accessing the appropriate service or clinician in a courteous, efficient and effective way and will project a positive and welcoming image to patients, other visitors and members of the Practice team. The post-holder will work to agreed targets and timescales, and in accordance with Practice policies, protocols, guidelines and procedures.

You will deal with patients confidentially, respectfully and holistically. You will help signpost patients to the most suitable clinician / service to best support their needs. Duties will include speaking to patients/carers face to face and on the telephone. Booking appointments and dealing with patient queries and enquiries.

You will liaise with other NHS bodies, health care providers, support workers and other professionals on the telephone to help sort problems and issues relating to the care of patients.

You will proactively encourage registrations from patients within our boundaries. You will enter registration information onto the system accurately and systematically dealing with any queries as they arise.

You will help support administrative processes within the practice and take on additional administrative tasks as requested to support smooth and efficient workflow for the patient, clinical team and others involved in the healthcare of the patient.

At all times the postholder must act in a manner consistent with the 'code of conduct and appearance' when representing Charlotte Keel Medical Practice, BrisDoc and the NHS.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. This role will develop as the business develops, subsequently leading to changes in the job responsibilities.

### **Main duties and responsibilities:**

#### **The post holder will be responsible for:**

- Answering the telephone within agreed timescales with a professional and pleasant manner.
- Dealing with patient queries both personal and via telephone accurately, efficiently and effectively.
- Registering patients on the clinical system whether they are a regular, immediately necessary, temporary resident or private patient accurately and completely.
- Accurately taking messages including patient details, contact details and specifics of the message and convey to the appropriate person using appropriate methods of communication dependant on urgency.
- Booking appointments accurately with the appropriate clinician using the clinical system.
- Signposting and prioritising patients in line with appropriate training.
- Taking appropriate and accurate demographic / personal details of patients to include disabilities, carer status and other details relating to equality and diversity.
- Rescheduling patient appointments in the event of unplanned clinician absence.
- Organising transport (emergency and non-emergency) if required.
- Processing change of address instructions.
- Dealing with prescription queries effectively and in a timely way. Completing patient requests for repeat medication accurately and within the practice standards.
- Following all start up and close down procedures daily to ensure security of the IT system and buildings.
- Taking delivery of stock supplies, being mindful of delivery instructions such as refrigeration requirements and acting upon them.
- Processing and distributing incoming and outgoing print mail in an efficient and timely way.
- Scanning incoming print mail and faxes into a digital format and send to appropriate member of staff for coding, filing and work flowing.
- Dealing with incoming confidential emails and faxes efficiently.
- Retrieving, copying and filing general paper documents.
- Providing clerical assistance to practice staff as required including data processing, faxing, filing, photocopying and scanning.
- Compiling new patient registration packs.
- Registering new patients.
- Deducting outgoing patients.
- Administering birth and death notifications. Carrying out specific, additional administrative tasks as requested and agreed with the line manager and / or Practice Manager as required for the day to day running of the service.
- Using the clinical system effectively to inform clinical staff of relevant information relating to their patient.
- If called upon, and following training, assisting the clinical staff with emergency first aid and basic life support.

- Dealing with situations involving unwell and vomiting patients and bereaved / distressed visitors in line with policies and training.
- Managing patients who may be verbally or physically aggressive in a professional manner, using the appropriate alert systems and following policy and training.
- Dealing with any blood and urine specimens safely and in line with infection control policy ensuring they are safely stored and ready for collection.
- Managing financial transactions in line with set protocols.
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### **Communication**

- To communicate on the phone, by email, fax or in person with staff from a wide variety of NHS / other departments in a confidential, professional and efficient manner so that good communication between the surgery and all other services is maintained.
- To communicate in a professional, friendly and helpful way with patients, carers and the general public to maintain an excellent profile for the surgery amongst its users including communicating test results where appropriate.
- To maintain confidentiality for all patients and users of the service.
- To communicate effectively and sensitively with service users who maybe angry, confrontational, upset, anxious, fearful or have communication difficulties such as poor language skills, hearing loss or learning disabilities.

### **Responsibility**

- To carry out duties with a level of autonomy and minimum supervision working within broad procedural guidelines.
- Use own initiative to prioritise own workload and day to day tasks.
- To support the effective maintenance and management of office systems.
- To be responsible for recognising own training needs and identifying training needs that may help improve service quality.
- To take responsibility when a clinician is unavailable unexpectedly, cancelling and re-booking appointments and communicating with patients so they are informed and are not subject to unnecessary inconvenience.
- Work in accordance with Charlotte Keel's / BrisDoc's policies and procedures.
- Report incidents and near misses to ensure the continued safety of staff, patients and visitors to the practice.
- Report incidents and areas of non-compliance to ensure that the practice responds and learns from errors and untoward events.

### **General Duties**

- **The Post Holder may be required to work additional hours to cover holidays and sickness.** The Reception Services team will be notified of shift changes or overtime requests when cover is required; whenever possible the intention will be to give one week's notice of any change. If minor changes to working hours are required, the aim will be to give at least 72 hours' notice.
- Attendance at monthly team meetings and periodic training days is mandatory except in exceptional circumstances. The Practice will commit to publishing a team meeting schedule and to providing adequate notice for any training days.
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this

role.

- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

### **Confidentiality:**

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **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 BrisDoc's 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

### **Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

### **Infection Prevention and Control**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and

procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

### **Safeguarding**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

### **Smoking**

Smoking will not be tolerated inside any BrisDoc building and vehicle.

### **Environment**

The post holder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### **Rehabilitation of Offenders Act**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

## **PERSON SPECIFICATION**

<b>QUALIFICATIONS AND EXPERIENCE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Educated to GCSE standard (or equivalent) with grade C or above in English.	Essential	Application and Interview
Good general computer skills – experience of using Microsoft office e.g. Word, Excel.	Essential	Application and Interview
Eligible to work in the UK.	Essential	Application and Interview

Experience of working in customer care in a front line role	Essential	Application and Interview
Administrative filing and record keeping.	Essential	Application and Interview
Experience of working in an integrated multi skilled team.	Desirable	Application and Interview
Experience of working in a pressurised environment.	Essential	Application and Interview
Qualification / certificates in customer service.	Desirable	Application and Interview
Certificates relating to information governance and security.	Desirable	Application and Interview
Experience of using EMIS web computer software.	Desirable	Application and Interview
Experience of prescription administration and/or experience working in a numerate capacity.	Desirable	Application and Interview

<b>SKILLS AND ATTRIBUTES</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Able to deal sensitively with anguished, distressed and occasionally aggressive individuals.	Desirable	Application
Excellent attention to detail and accuracy skills	Essential	Application and Assessment
Excellent written and verbal communication skills	Essential	Application and Interview
Ability to adjust communication skills to meet the needs of the recipient	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Ongoing commitment to personal development and self-motivated	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Excellent organisational skills	Essential	Application and Interview

**Updated – June 2018**

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

**Declaration** *(to be completed by post holder):*

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court