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| **Job title:**  | **Receptionist**  |
| **Team:** **Hours:** | **Xxx****37.5 hours per week** |
| **Reports to:**  | **Practice Manager**  |
| **Accountable to:**  |  |
| **Band:**  |  |
| **Location:**  |  |
| **Holiday Entitlement**  | **28 Days (Including Bank Holidays)** |
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JOB TITLE
RECEPTIONIST

ADDRESS

Medway Community Healthcare CIC Registered office: MCH House, Bailey Drive, Gillingham Business Park, Gillingham, Kent ME8 0PZ Tel: 01634 337593

JOB SUMMARY
 **Responsible for the day to day supervision and management of reception. Ensuring all functions are carried out in accordance with agreed policies and protocols. Reporting to the practice manager as necessary.**

**Carry out Receptionist duties in the following areas:**

* **The making of new and follow up appointments.**
* **Answering general enquiries.**
* **Receiving and recording requests for home visits, taking messages.**
* **Making sure that incoming receptionists are notified of all relevant information and matters outstanding.**
* **Filing post and notes and keeping the filing shelves in order.**
* **Receiving and recording payments made across the front desk for forms, letters etc.**
* **General use of the practice clinical system for making appointments and answering queries.**
* **Issuing of repeat prescriptions as per doctors instructions.**
* **Other duties as per doctors instructions as the use of the computer develops and expands.**

1. Communication and relationship skills

* **Deal effectively with internal and external enquiries demonstrating excellent communication and customer care.**
* **Provide and receive routine information either verbally or written, requiring tact or persuasive skills in order to overcome barriers to understanding.**
* **Deal with potentially complex, sensitive or confidential enquiries from patients, staff and the public.**

2. Knowledge, training and experience

* **GCSE / O Levels or some experience of office procedures / customer care.**
* **ECDL or equivalent knowledge of IT applications.**

3. Planning and organisational skills

**Provide administrative support to members of the primary health care team in the following areas ensuring appropriate Practice records are kept up to date:**

* **Cytology**
* **Immunisation recalls (excluding childhood immunisations)**
* **Summarising hospital records**
* **Updating patient records, i.e changes in personal information, immunisation status, OOH encounters etc.**
* **Registration and deduction of patients, liaising with patients and KPCA**
* **Summarising of new patient records.**
* **Checking and amending the computer from computerised reports from KPCA**
* **Running searches of specific categories of patients e.g. childhood immunisations, cervical cytology etc.**
* **Instructing staff as necessary on the use of the computer**
* **Liaising with PCT IT Helpdesk or IPS with regard to computer problems**
* **Scanning and recording all incoming post using read codes**
* **Other duties as per doctors instructions as the use of the computer develops and expands**
* **Other duties as per doctors instructions as dictated by changes in the nature of Minster Surgery.**
* **The typing of letters and referrals as required.**

 4. **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**

 5. **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.**

6. **Personal/Professional Development**

**Act 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, including taking responsibility for maintaining a record of own personal and/or professional development**
* **Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work**
* **Attendance at the quarterly Protected Time Meetings**
* **Attendance at all Mandatory and Statutory training requirements as indicated by the Partners**

7. **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**

 8. **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**

9. **Contribution to the Implementation of Services**

**The post-holder will:**

* **Apply all Practice policies, standards and guidance**
* **Discuss with other members of the team how the policies, standards and guidelines will affect own work**
* **Participate in audit where appropriate**

10. **Health & Safety**

**The post-holder will implement the full range of promotion and management of their own and others’ health and safety and infection control as defined in the practice Health & Safety Policy, the practice Standard Operating Procedures, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):**

* **Ensuring job holders across the Practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.**
* **Maintain an up to date knowledge of health and safety and infection control statutory and best practice guidelines to ensure implementation across the business**
* **Using personal security systems within the workplace according to Practice guidelines**
* **Awareness of national standards of infection control and cleanliness and regulatory/ contractual/professional requirements, and good practice guidelines**
* **Correct use of Personal Protective Equipment (PPE)**
* **Use and monitoring of the correct use of Standard operating Procedures for cleaning and infection control**
* **Responsible for correct hand hygiene of self and others**
* **Ownership of infection control and clinically based patient care protocols, and implementation of those protocols within the team**
* **Active observation of current working practices across the team in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate**
* **Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process**
* **Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes**
* **Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.**
* **Safe management of sharps procedures including training, use, storage and disposal**
* **Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management**
* **Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised**
* **Keeping own work areas and general/patient areas generally clean, sterile, identifying issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers**
* **Undertaking periodic infection control training (minimum twice annually)**
* **Routine management of own team/team areas, and maintenance of work space standards**
* **Waste management including collection, handling, segregation, container management, storage and collection**

Person Specification

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| **Criteria**  | **Essential**  | **Desirable**  |
| **Qualifications / experience**  | * GCSE’s / O Levels
* Advanced level Microsoft Office
* A demonstrable commitment to professional development Experience of working in a public environment
* Experience of Microsoft Office software
* Experience of dealing with the public/patients
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| **Special knowledge / expertise**  | * Excellent keyboard and computer skills
* Excellent communication skills
* Capable of looking professional, clean and hygienic.
* Highly effecting interpersonal skills including confident body language
* Communicate effectively, in English, with people from different backgrounds, cultures and organisational levels, using a variety of media
* Evident listening skills
* Readable handwriting

  | Being able to talk confidently to different groups of people  |
| **Disposition, adjustment, attitude and commitment**  | * An understanding, acceptance and adherence to the need for strict confidentiality
* Ability to use own judgement, resourcefulness and common sense
* Ability to work without direct supervision and determine own workload priorities
* Ability to work as part of an integrated multi-skilled team
* Pleasant and articulate
* Able to work under pressure
* Able to work in a changing environment
* Able to use own initiative
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| **Practical / intellectual skills**  | * Flexibility of working hours/ able to work at the desired times
* Experience of Primary Care
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**This Job Description is neither exhaustive nor exclusive and will be reviewed annually in conjunction with the post-holder at the annual appraisal. The post-holder is also required to carry out any duties that may reasonably be requested by the Partners.**

Corporate Accountabilities

Equality and Diversity

**The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.**

 **Standards of professional and business conduct**

 **The postholder will be required to comply with the organisation’s standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional codes of conduct.**

**NHS values**

**All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.**

**Control of infection**

**All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.**

**Risk management and health and safety**

**The postholder will ensure compliance with the organisation’s risk management policies and procedures. These describe the organisation’s commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him/herself and persons that may be affected by his / her work.**

**Governance standards**

**Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time**

**Confidentiality**

**To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation’s code of conduct and Caldicott requirements in confidentiality at all times.**

**Records management**

**To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.**

**Freedom of Information**

**To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.**

**Data protection**

**To comply with organisation’s policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.**

**Security**

**To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.**

**Safeguarding and protecting children and vulnerable adults**

**All staff must be familiar with and adhere to the Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults MultiAgency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role**