



The Clays Practice

Senior Receptionist job description & person specification

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| Job Title | Lead GP Receptionist |
| Line Manager | Holly Burningham |
| Accountable to | Sarah Hearl |
| Hours per week | 37.5 |

Job Summary

To be responsible for the leadership and supervision of a team of receptionists, ensuring all reception duties are performed effectively and to the required standard, meeting the objectives of the practice. Support the management team in promoting Equality, Diversity & Inclusion, Safety, Health, Environment & Fire, Quality & Continuous Improvement, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and carry out other duties as directed by the management team.

Mission Statement

It is the objective of The Clays Practice that all patients shall be treated with respect and sensitivity to their individual needs and abilities.

All staff will be responsive to the individual needs of patients and provide the appropriate level of treatment to assure the highest possible quality of care.

Generic Responsibilities

All staff at The Clays Practice have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The Clays Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The Clays Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of The Clays Practice days leave each year, and should be encouraged to take all of their leave entitlement.

The primary and secondary responsibilities for this role are detailed overleaf.

Primary Responsibilities

The following are the core responsibilities of the senior receptionist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The senior receptionist is responsible for supervising and supporting the reception team, ensuring they achieve their primary responsibilities:

- a. Lead the reception team and help answer any queries and problems
- b. Organise cover for receptionists on sick leave
- c. Instruct reception on appropriate workflow
- d. Identify and help provide team training where required
- e. Support reception staff development, providing guidance and direction, help the HR & Compliance Manager to ensure staff are up to date with mandatory training
- f. Maintaining and monitoring the practice appointment system
- g. Assist with the implementation of new procedures and systems to improve practice efficiency.
- h. Provide clear guidance and direction to receptionists regarding their tasks and responsibilities, ensuring they understand what actions to take and the appropriate timing for each task.
- i. Process personal, telephone and e-requests for appointments
- j. Answer incoming phone calls, transferring calls or dealing with the callers request appropriately

- k. Signpost patients to the correct service
- l. Process incoming and outgoing mail
- m. Initiating contact with and responding to, requests from patients, team members and external agencies
- n. Process calling letters as requested
- o. Read code data on SystemOne
- p. Photocopy documentation as required
- q. File and store records as required
- r. Data entry of new and temporary registrations and relevant patient information as required
- s. Input data into the patient's healthcare records as necessary
- t. Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- u. Direct requests for information i.e. SAR, insurance / solicitors letters and DVLA forms to the administrative team
- v. Manage all queries (including administrative queries) as necessary in an efficient manner
- w. Carry out system searches as requested
- x. Maintain a clean, tidy, effective working area at all times
- y. Monitor and maintain the reception area and notice boards
- z. Support all clinical staff with general tasks as requested

Secondary Responsibilities

In addition to the primary responsibilities, the senior receptionist may be requested to:

- a. Partake in audit as directed by the audit lead
- b. Deputise for the Office Manager, during periods of absence
- c. Support reception staff development, providing guidance and direction, help the Office Manager to ensure staff are up to date with mandatory training
- d. Support the Dispensary Manager in producing and maintaining the duty rota, completing opening and closing procedures in accordance practice policy
- e. Support the Practice Manager with all Patient Participation Group related matters
- f. Support the health promotion lead and display promotional material on the allocated noticed boards and in the waiting room

The person specification for this role is detailed below:

| Person Specification - Receptionist | | |
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| Qualifications | Essential | Desirable |
| Educated to GCSE level or equivalent | ✓ | |
| 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 administrative duties | ✓ | |
| Three years' experience of working in a GP reception setting | ✓ | |
| Skills | Essential | Desirable |
| Excellent communication skills (written and oral) | ✓ | |
| Strong IT skills | ✓ | |

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| Clear, polite telephone manner | ✓ | |
| Competent in the use of Office and Outlook | ✓ | |
| SystemOne user skills | ✓ | |
| Effective time management (Planning & Organising) | ✓ | |
| Ability to work as a team member and autonomously | ✓ | |
| Good interpersonal skills | ✓ | |
| Problem solving & analytical skills | ✓ | |
| Ability to follow policy and procedure | ✓ | |
| Personal Qualities | Essential | Desirable |
| Polite and confident | ✓ | |
| 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 | ✓ | |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.