JOB DESCRIPTION

Job Title: Administrator / Receptionist

Reporting to: Admin Lead

Responsible to: Practice Manager & the Partners

Practice Objectives: To provide accessible, prompt and professional health care for patients attending our Surgery.

Job Holder’s Objectives: To assist in the smooth running of the Administration and Reception teams

**Job Summary**

To work as part of the Administrative and reception teams to:

* Manage the shared daily tasks which includes, but not limited to: scanning; coding; recalls; notes management; referrals; online access; non NHS work; monitoring practice emails and to provide a professional, courteous and efficient general administrative service to the Partners, staff and patients of Whiteparish Surgery.
* To act as a welcoming and effective first point of contact with the practice for all visitors and telephone callers.
* To receive, assist and facilitate patients to access the appropriate service for healthcare
* To provide a courteous, supportive and friendly service to patients, colleagues and visitors.
* To work at all times in accordance with protocols and standard operating procedures.

**Job responsibilities**

* To provide an administrative role for the recall programmes
* To manage the Lloyd George notes
* To provide an administrative role in the processing of referrals
* To process all non-NHS paperwork
* To assist in the smooth running of the practice cytology programme
* To assist in the smooth running of Childhood Immunisations
* To allocate the pathology and radiology results
* Scanning correspondence
* Coding and summarising clinical correspondence
* To process patient registrations
* To administer patient access requests
* To monitor and act on email and website correspondence
* Action tasks
* To be able to use Practice IT systems effectively and efficiently

**Core Principles**

* To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
* To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
* To follow procedures to ensure compliance with the Data Protection Act 1998
* To follow all practice protocols concerned with the maintenance of ethical practice
* To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
* To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
* To contribute to a culture of continuous improvement
* To deal with complaints promptly and according to organisational protocol
* To perform duties to standards required by the practice in accordance with quality assurance
* To demonstrate commitment to Continuing Professional Development
* To demonstrate computer literacy

**CONTRIBUTING TO THE IMPLEMENTATION OF SERVICES**

This involves:

* Discussing with other members of the team how the policies, standards and guidelines will affect own work
* Participating in audit where appropriate

**UPHOLDING QUALITY**

This involves:

* Alerting other team members to issues of quality and risk
* Assessing own performance and taking accountability for own actions, either directly or under supervision
* Contributing 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
* Working effectively with individuals in other agencies to meet patient’s needs
* Effectively managing own time, workload and resources
* Adhering to Practice dress policy
* Being punctual at all times

**COMMUNICATIONS**

This involves the importance of effective communication within the team, and the job-holder should therefore strive to:

* Communicate effectively with other team members in a timely and professional manner
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly
* Dealing with all telephone calls professionally (with care, civility and efficiency)
* Ensuring confidentiality is maintained whilst receiving and making telephone calls
* Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organizations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required
* Recognise people’s needs for alternative methods of communication and respond accordingly

**PERSONAL/PROFESSIONAL DEVELOPMENT**

This involves:

* Taking responsibility for own developmental learning and performance
* Taking responsibility for maintaining a record of own personal development
* Working with management on any new training requirements
* Demonstrating skills and activities to others who are undertaking similar work

**HEALTH AND SAFETY**

This involves:

* Assisting in promoting and maintaining their own and others’ health and safety and security as defined in the Practice Health and Safety Policy
* Using personal security systems within the workplace
* To identify risks involved in work activities and to undertake such activities sin a way that manages those risks
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free form hazards
* Reporting potential risks as identified
* Demonstrate due regard for safeguarding and promoting the welfare of children

**CONFIDENTIALITY**

This involves:

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 confidentiality and act appropriately

* In the performance of duties outlined, the post-holder may have access to practice business information. This too must be regarded as strictly confidential.
* Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal

**EQUALITY AND DIVERSITY**

* The post-holder will support the equality, diversity and rights of patients, carers, colleagues and partners
* They will act in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures, policies and current legislation.
* They will behave in a way that is welcoming to all individuals, which is non-judgmental and respects their circumstances, feelings, priorities and rights.

**OTHER**

This involves:

* Carrying out other duties that are required within the role as it evolves within the development of the organisation
* All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
* These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder’s regular type of work
* If the additional responsibility or task becomes regular or frequent part of the staff member’s job, it will be included in the job description in consultation with the member of staff

#### This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder.  The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

**Job holder: ................................................................. Date: ..............................**

**Line Manager: .................................................................. Date: ..............................**