



## Linden Medical Group

### Job Description

Job Title:	Bank Administrator and Receptionist (Care Navigator)
Responsible to:	Reception Supervisor / Assistant Practice Manager / Practice Manager
Accountable to:	Reception Supervisor / Assistant Practice Manager / Practice Manager
Salary:	£8.50 per hour (FTE £16,399pa)
Hours:	Hours and days as required covering absence (working hours will vary within the times of 08:00 – 18:30)
Location:	Linden Medical Centre & Ise Medical Centre (other venues as appropriate)

#### **Duties and Responsibilities**

To be an integral part of the reception and administration teams, responsible for undertaking a wide range of administrative duties to support the clinical provision within the Practice and to work with the teams to ensure appropriate cover during holiday period and staff sickness.

#### **The main duties:**

- Process and effectively signpost patients to the appropriate healthcare professional or service depending on the presenting condition
- Answer incoming phone calls, transferring calls or dealing with the callers' requests appropriately
- Book appointments in the agreed manner
- Process repeat prescription requests
- Ensure that all messages for doctors are recorded and passed onto the relevant doctor
- Respond to all queries and requests for assistance from patients and other visitors
- Ensure efficiency of appointment system and monitor flow of patients into consulting and treatment rooms
- Delivering an efficient and high quality front of house and reception service
- Ensure reception and waiting areas are kept neat and tidy
- Photocopying, filing and other admin duties
- Action faxes when necessary
- Liaise with all members of staff, GP's and outside organisations
- Retrieve and file records as required by doctors and attached staff, ensuring that alphabetic order is adhered to
- To stay up to date with training as required and to attend PLT meetings
- Process COA, New Registration & Pathology forms as specified
- Tasks and emails
- Input data into the patient's healthcare records as necessary
- Complete opening and closing procedures in accordance with the rota
- Coding patient records
- Other roles as required to maintain accurate patient information

Other ad-hoc duties as appropriate to the post and as required ensuring the smooth running of the Practice.

**Person Specification – Bank Administrator and Receptionist (Care Navigator)**

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
Active signposting or Care Navigator training qualification		✓
Healthcare qualification (level 2) or working towards gaining equivalent level		✓
Customer service qualification (NVQ) or equivalent		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
SystmOne user skills		✓
Effective time management (planning & organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Able to communicate effectively and understand the needs of the patient	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside core office hours	✓	
Disclosure Barring Service (DBS) check *		✓

**Communication**

Ensure and maintain effective communication with individuals and groups within the practice environment and with external stakeholders.

## **Equality & Diversity**

The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.

## **Confidentiality**

In the performance of the duties outlined in this Job Description, the post-holder will have access to confidential information regarding the patients, the practice, its partner organisations and stakeholders. All such information from any source is to be regarded as strictly confidential information relating to patients, carers, colleagues, other staff or the business of the Practice or related organisations may only be divulged to authorised persons in accordance with the Practice's policies and procedures relating to confidentiality and the protection of personal and sensitive data. The post holder will be responsible for ensuring that they notify the Practice Manager or a Partner of any breach or suspected breach of confidentiality at the earliest possible time.

## **Health, safety and environment**

Promote and maintain their own and others' health, safety and security. Ensure that they adhere to statutory regulations/policies and codes of practice and safety rules.