



## Linden Medical Group

### Job Description

Job Title:	Receptionist / Care Navigator
Responsible to:	Reception Supervisor / Assistant Practice Manager / Practice Manager
Accountable to:	Assistant Practice Manager / Practice Manager
Salary:	£8.50 per hour (FTE £16,399pa)
Hours:	22.5 hours per week over 5 days (normal working hours will be 2:00pm – 6:30pm, some flexibility will be required)
Location:	Linden Medical Centre (other venues as appropriate)

#### **Duties and Responsibilities**

To be an integral part of the reception team, responsible for undertaking a wide range of administrative duties to support the clinical provision within the Practice. The responsibilities for this role will require a confident and polite person who will be comfortable working to multiple demands and priorities in a busy GP Practice.

#### **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
- Complete opening and closing procedures in accordance with the rota
- 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 – 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 *		✓

(\*The Practice will require a successful candidate to either have a recent DBS check, or one will be requested for the successful candidate. Confirmation of employment is dependent on a satisfactory result.)

### **Communication**

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

## **Equality, Diversity & Inclusion**

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.

The Practice is committed to promoting equal opportunities, diversity and inclusion 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.

## **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.

## **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.

## **Safety, Health, Environment and Fire (SHEF)**

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.

This practice is committed to supporting and promoting opportunities to 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.