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| **Job Title** | Medical Receptionist  |
| **Salary**  | £12.77 per hour  |
| **Employer Details** | Woolpit Health Centre |
| **Accountable to** | Practice Manager/ GP Partners / Administration Manager  |
| **Reports to** | Reception Manager / Lead Receptionist |
| **Working hours** | 25 hours per week Monday to Friday working 5 hours per day between the core hours of 08:00 – 19:00***Hours of work will be confirmed on a rota at least four to six weeks in advance*** |
| **Closing Date** | 5th November 2024 |

**Job Summary**

Woolpit Health Centre is looking for an enthusiastic, motivated and hardworking Medical Receptionist to join our busy evolving Reception Team. This is a great opportunity for those already working in a healthcare setting who wish to work within primary care or for those who wish to start a career as a Medical Receptionist.

The role of Medical Receptionist is to support the clinical team by signposting patients to the appropriate healthcare professional or service, working as part of the practice’s multidisciplinary team such as physiotherapists and mental health nurses. Duties will include dealing with patients by telephone and face to face whilst providing administrative support to assist with the day-to-day running of the Health Centre.

The successful candidate will be flexible and reliable with the ability to work under pressure to compliment our experienced and dedicated Reception Team.

Our Reception Team works to a variable shift pattern between the hours of 08:00 to 19:00. The post holder is required to be flexible and to have the ability to assist with annual leave and sickness cover.

**Why work for us?**

Based in the Suffolk village of Woolpit, the Health Centre aims to provide:

***the type of care that we would expect for ourselves and our own families.***

We provide services to over 16,000 patients who live in a practice area of 75 square miles of rural West Suffolk, straddling the A14, between Thurston in the west, and Haughley in the east.

We pride ourselves on the high standards of our care we are holders of the Royal College of General Practitioners Practice Accreditation Award, a quality mark held by only 19 practices in the UK.

Our 7 GP partners and 8 non-partner GPs lead a multidisciplinary team of nurses, health care assistants, pharmacists and midwives all of whom are based in our purpose-built premises.

Benefits of working for Woolpit Health Centre include:

* Attractive rates of pay with annual pay review *(not agenda for change)*
* Regular one-to-ones to aid good communication
* Generous annual leave entitlement
* Voluntary overtime when available
* Plenty of training opportunities
* Membership of the NHS contributory pension scheme

***The NHS Pension Scheme is a defined benefits scheme***

***Life insurance***

***Family benefits including an adult dependants pension and children’s pension***

***Ill health benefits***

***20% employer contribution***

* Free uniform
* Option of NHS discount and Blue Light Card for retail/dining/holidays etc

**Key Responsibilities**

* To ensure that an effective and efficient reception service is provided to patients and any other visitors to the practice
* To deal with all general enquiries and explain surgery procedures
* Answering the telephone and call navigating to appropriate clinicians or healthcare professional depending on the presenting condition
* Booking, amending and cancelling patient’s appointments, ensuring optimum efficiently of the appointment system
* Monitoring and processing eConsult requests via the smart inbox software alongside the Triage clinician
* Receiving and recording requests for home visits, ensuring clinicians have the necessary paperwork
* To undertake various administrative actions such as scanning and uploading patient documentation as part of the workflow process, ensuring that correspondence such as reports and results are filed electronically in the correct patient’s record
* Undertake administration tasks as allocated on rota organised by the Lead Receptionists
* Opening up/locking up of practice premises and maintaining security
* Processing and distributing incoming and outgoing mail
* To take messages accurately and pass on information
* Filing and retrieving paperwork and medical records as necessary
* To monitor daily inboxes and process digital requests
* Being part of a team and cover leave and sickness when required
* To provide general administrative support such as filing, photocopying and scanning
* Inputting data and coding patient’s healthcare records as necessary
* Resolving low level IT issues and reporting complex IT problems to the relevant organisation
* To carry out any reasonable duties requested by the Doctors, Practice Manager, Administration Manager or Reception Manager

*This job description is not exhaustive and the post holder may be required to undertake*

*such other duties from time to time as are consistent with the responsibility of the grade.*

*This job description is subject to review and development from time to time in liaison with*

*the post holder.*

**Health Clearance**

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Department and, if required, undergo a medical examination before appointment.

**Disclosure and Barring Service Check**

A Disclosure and Barring Service check and disclosure will be required before appointment

for all posts with access to children or vulnerable adults or where the post holder has access to patient information.

**Confidentiality**

You are required to maintain confidentiality of any information concerning patients which you have access to or may be given during your work, in accordance with current policy on confidentiality at the GP Practice sites you work at.

# Security

It is the responsibility of all employees to work within the security policies and procedures of the practices they work at to protect the patients, staff and visitors. This duty applies to the specific work area of the individual and the practice in general.

**Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do 'It in a fair and lawful way’. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action which may involve dismissal.

**Equal Opportunities**

Equality of opportunity is an integral part of Woolpit Health Centre’s recruitment and selection process and recruiting managers must ensure that they comply fully with Woolpit Health Centre’s Equality & Diversity Policy. 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 they treat our patients and their colleagues with dignity and respect.

**Safeguarding children and vulnerable adults**

Woolpit Health Centre as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced Disclosure and Barring Service (DBS) check will be required.

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All clinical staff have a responsibility to understand the principles of the Mental Capacity

Act (DH, 2005) to ensure people who are 16 and over are empowered to make decisions for themselves. It is the responsibility of clinical staff to assess capacity within their particular remit of care provision; to identify, act and support those who lack capacity to make specific decisions.

**Person Specification**

**Job Title: Medical Receptionist**

**As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.**

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| **Criteria for Selection** | **Essential Requirements** | **Desirable Requirements** | **Assessment Method** |
| **Qualifications**  | Educated to GCSE level or equivalent | Active signposting or Care Navigator training qualificationCustomer service qualification (NVQ) or equivalent experience | **Application Form****Interview** |
| **Knowledge and Experience** | Experience of working with the general public | Experience of working in a primary care environmentExperience of working in a healthcare setting | **Application Form****Interview** |
| **Skills** | Excellent communication skills (written and oral)Strong IT skillsClear, polite telephone mannerEffective time management Ability to work as a team member and autonomouslyGood interpersonal skillsAbility to follow clinical policy and procedure | Competent in the use of Office and OutlookEMIS user skills | **Application Form****Interview** |
| **Personal Qualities**  | Polite and confidentFlexible and cooperativeMotivatedProblem solver with the ability to process information accurately and effectively, interpreting data as requiredSensitive and empathetic in distressing situationsAbility to work under pressure / in stressful situationsAble to communicate effectively and understand the needs of the patientPunctual and committed to supporting the team effort |  | **Application Form****Interview** |
| **Other**  | Flexibility within working hours to cover extra sessions for holiday and sickness |  | **Application Form****Interview** |

**For more information / an informal conversation, please contact Jade Parsons, Reception Manager or Janett Cole or Amanda Newcombe, Lead Receptionists**

Tel: 01359 240298