



UnityHealth

JOB DESCRIPTION

JOB TITLE:	RECEPTIONIST
RESPONSIBLE TO:	LEAD RECEPTIONIST & PRACTICE MANAGER
HOURS OF WORK:	Approx. 15 – 20hrs (to be agreed)
LOCATION:	As per contract

OVERALL OBJECTIVES:

Increase the ability of the practice to meet the needs of patients by navigating patients through the system to ensure effective use of appointments.

You will play a lead role in signposting patients to the appropriate member of the clinical team. Full training will be provided to empower you to have confidence in using a basic level of clinical signposting when making decisions.

You will have in-depth knowledge of the clinical rota and will work closely with the Management Team on identifying gaps and opportunities.

This role requires a caring, dedicated individual who enjoys working with a wide range of people.

MAIN RESPONSIBILITIES:

1. Provide a friendly patient-centred reception service, communicating appropriately with patients who need help and reassurance
2. Signpost and book patient appointments with the appropriate healthcare professional.
3. Receive and deal with telephone enquiries and take action or pass on messages as appropriate.
4. Provide information and non-clinical advice, resolving problems where possible
5. Register new patients
6. Administer requests for repeat prescriptions
7. Ensure all information is correctly entered on the computer system including scanning incoming letters into patient records

8. Contacting patients, where requested, regarding test results, making appointments etc
9. Ensure patients are charged appropriately for any private services and accounting for the money taken
10. Actively promote practice developments and initiatives to patients, for example electronic prescriptions (EPS), appointment reminders (MJOG), Patient Access and Web GP
11. Follow all practice protocols/procedures/guidelines
12. Suggest process improvements that can be made to the practice systems
13. Ensure that you are working in accordance with all of the practice's policies and procedures (including confidentiality, information governance and infection control), as well as the Staff Handbook.

This document is not intended to cover all duties required within the role and is to be used as a guideline for the general duties required for the professional and efficient operation of the Practice. As the Practice moves forward certain duties could change and/or be replaced.

Person Specification

		Essential	Desirable
Qualifications and Education	Good general intelligence and good use of English (no specific educational requirements)	x	
	Good computer skills and willing to train to use the clinical system	x	
	Ability to use Microsoft office applications		x
Experience	Previous experience in reception work		x
	Experience of working in health or social care role.		x
	Experience of managing large call volumes and signposting appropriately		x
Skills and knowledge	Strong organisational skills and the ability to handle high workload at pace	x	
	Excellent verbal and written communication skills	x	
	Able to work within limits of competence and seek advice when needed	x	
Aptitudes and abilities	Ability to work under pressure and balance conflicting demands	x	
	Able to work in a changing environment, being proactive and flexible as the role develops and changes	x	
	Ability to put people at ease in stressful situations.	x	
	Compassionate attitude to patient care providing support whilst maintaining professional boundaries	x	
	Ability to successfully work in a multi-disciplinary team	x	
	Ability to respect patient and practice confidentiality	x	
	Ability to work across all sites and to work extra hours if required	x	