**Port Isaac Practice**

**Medical Reception/Admin job description and person specification**

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| **Job Title** | Medical Reception/Admin Apprentice |
| **Line Manager** | Laura Wheeler |
| **Accountable to** | Terri Clare |
| **Hours per week** | 37 |

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| **Job Summary** |
| To be responsible for undertaking a wide range of reception administrative duties and the provision of administrative support to the multidisciplinary team. Duties can include but are not limited to supporting the administration and receptionist teams with patient registration, booking appointments, processing of information (electronic and hard copy) in a timely manner and in accordance with current policies. Support staff with the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the Apprentice. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:   * Answering the telephone within agreed timescales with a professional and pleasant manner. * Dealing with patient queries both personal and via telephone accurately, efficiently and effectively. * Registering patients on the clinical system whether they are a regular, immediately necessary or temporary resident accurately and completely. * Accurately taking messages including patient details, contact details and specifics of the message and convey to the appropriate person using appropriate methods of communication dependant on urgency. * Booking appointments accurately with the appropriate clinician using the clinical system. * Signposting and prioritising patients in line with appropriate training. * Taking appropriate and accurate demographic / personal details of patients to include disabilities, carer status and other details relating to equality and diversity. * Rescheduling patient appointments in the event of unplanned clinician absence. * Organising transport (emergency and non-emergency) if required. * Processing change of address instructions. * Following all start up and close down procedures daily to ensure security of the IT system and buildings. * Taking delivery of stock supplies, being mindful of delivery instructions such as refrigeration requirements and acting upon them. * Processing and distributing incoming and outgoing mail in an efficient and timely way. * Scanning incoming mail and faxes into a digital format via work flow including send to appropriate member of staff for coding, filing and further work flowing. * Dealing with incoming confidential emails and faxes efficiently. * Retrieving, copying and filing general paper documents. * Providing clerical assistance to practice staff as required including data processing, faxing, filing, photocopying and scanning. * Compiling new patient registration packs. * Registering new patients. * Deducting outgoing patients. * Administering death notifications. Carrying out specific, additional administrative tasks as requested and agreed with the line manager and / or Practice Manager as required for the day to day running of the service. * Using the clinical system effectively to inform clinical staff of relevant information relating to their patient. |

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| **Person Specification - Administrator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) | ✓ |  |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public |  | ✓ |
| Experience of administrative duties |  | ✓ |
| Experience of working in a health care setting |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook |  | ✓ |
| EMIS user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |

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| **Generic Responsibilities** |
| All staff at Port Isaac Practice have a duty to conform to the following:  **Equality, Diversity & Inclusion**  A good attitude and positive action towards ED&I creates and 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.  **Safety, Health, Environment and Fire (SHEF)**  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.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **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.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Reception Manager or PA.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Port Isaac Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **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.  **Professional Conduct**  At Port Isaac Practice staff are required to dress appropriately for their role. Clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to take leave as detailed in the Contract of Employment. |