

## **HORFIELD HEALTH CENTRE**

**JOB SPECIFICATION:** Patient Coordinator/ Receptionist

**RESPONSIBLE TO:** Operations Manager

### **JOB SUMMARY:**

We are seeking a friendly, flexible and enthusiastic individual to join a team of 15 patient coordinators at our busy, award-winning GP practice.

The role is open to anyone with reception and/or administration experience, previous experience in the NHS is not essential, though would be beneficial.

Working hours are within a flexible shift pattern between 7:45am-6:30pm Mon- Friday (Saturday mornings 8:15am-12:15pm and some weekday evenings until 8:00pm on a rota basis.

The principal duties are dealing with Patient, Doctor and Colleague requests, making appointments, taking messages, and clerical tasks involving computer input/output and general filing.

### **OUTLINE OF DUTIES**

- Navigating patients to the most appropriate clinician/staff member
- Fulfilling all general clerical and office procedures with particular reference to reception work and computer duties as well as a variety of allocated administration tasks.
- Providing a high standard of customer service including a warm welcome to all visitors to the health centre reception.
- Maintaining strict confidentiality of patients' records and clinically related matters at all times.
- Dealing with enquiries from the general public and channelling them to the appropriate person.
- Receiving incoming calls via a switchboard, making appointments, taking information requests from other professionals, Provide test results (where indicated by the GP) taking messages as appropriate i.e. requests for home visits. Sending faxes as required.
- Registering new patients, updating computer details as and when necessary, printing patient summaries.
- Processing the repeat prescription system.
- Dealing with incoming post and collecting appropriate monies on behalf of the doctors
- Providing clerical support to other areas of the practice as and when required.
- Opening and closing the health centre as required.
- Attending training and staff meetings as required.

### **PERSON SPECIFICATION**

Ideally we would like to appoint someone as follows:

1. **Competencies** – Able to deal with people professionally even when under pressure. Being helpful and liking to work within a rota system. Comfortable working with computers.
2. **Qualifications and training** – Formal qualifications are not required. Previous training in IT, customer service or administration could be helpful. A willingness to learn is essential.
3. **Experience** – In customer service or administration including telephone answering. The ability to learn, with training provided, the necessary skills in these areas
4. **Organisational fit** – Has a positive attitude and believes in customer service. Takes personal responsibility to make themselves an amenable, compatible and effective team member.

5. **Special Requirements** – To be able to maintain confidentiality. To be able to deal with patients and clients sensitively
6. **Organisational progression** – The practice is committed to staff training and continuous professional development. The successful applicant will be prepared to attend training sessions and to put the learning into practice. All staff are appraised annually by a line manager.

## **TERMS AND CONDITIONS**

**SALARY SCALE:** Approx £16,224.00 - £17,452.50 per year pro rata (these figures are based on a 37½ hour working week) based on experience. Hourly rate £8.32 – £8.95 (approx.)

This is a permanent contract

30 hours per week: Working hours are within a flexible shift pattern between 7:45am-6:30pm Mon - Friday (Saturday mornings 8:15am-12:15pm and some weekday evenings until 8:00pm on a rota basis.

**ANNUAL LEAVE:**

<b>Length of Service</b>	<b>Annual Leave and General Public Holidays</b>
On appointment	27 days + 8 days
After 5 years' service	29 days + 8 days

*The definition we are using for length of service is continuous employment undertaken within our general medical practice. Staff who are contracted to work less than 5 days a week will be entitled to paid holidays (including bank holidays) pro-rata to the number of holidays (including bank holidays) for those contracted to work 5 days a week.*

**PENSION SCHEME:** eligible to join the NHS Pension Scheme

**PROBATIONARY PERIOD:** There is a 6-month probationary period for any successful candidate.

**REVIEW:** This job description is not exhaustive and will be reviewed in discussion with the post-holder and adjusted as the post develops and evolves. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

*Reviewed CW – June 2019*