

JOB DESCRIPTION

JOB TITLE: Reception Team Leader
REPORTS TO: Operations Manager

Job Summary:

Responsible for the direct management of the Reception area and Reception team and to ensure the smooth running of the Reception area. Work with, and provide support to the Operations Manager/Practice Manager.

Promote the ideals and values of the Practice proactively within the Reception team and wider Practice.

The post-holder will be central in the provision of high quality service to the Practice patients through the management of staff and systems within the Reception area. To achieve this, ensure that all holiday, sickness and any other periods of absence are covered. Act as a central source of information for patients and reception staff.

Key Responsibilities:

- Responsibility for over-seeing all aspects of the Reception area
- Assessment, evaluation and implementation of systems within the Reception area
- Co-ordination of Reception team rotas, ensuring cover is in place at all times
- Ensure that staff work within confidentiality guidelines, paying particular attention to the Data Protection Act, Caldicott Principles and the NHS Code of Practice.
- To be the initial point of contact for all patients, visitors and NHS personnel both internal and external. This will involve direct contact, email and telephone. You will be required to cover the front reception desk as well as the telephones.
- Ensure all areas of work are covered by suitably trained members of the team.
- Mentorship
- To work independently and alone dealing with confidential issues. To respond and prioritise immediate requests from patients, clinical staff and other outside agencies.
- To understand and utilise the protocol system in place. As well as review, update and maintain written protocols as and when required.
- To communicate effectively and promptly to all enquires using a high level of discretion, tact, diplomacy and empathy in a calm and collected manner. This will ensure a smooth, efficient, friendly and welcoming practice.
- To take accurate messages and relay to relevant personnel in the most appropriate manner.
- Ensure the building is secure upon vacating at the end of the day
- Ensure the building is unlocked in the morning.
- Ensure that all staff within reception understand and act upon prompts in patient notes.

Reception Team:

- Performance management of Reception staff
- Promoting a positive and motivated workforce culture
- Convene Reception team meetings, prepare agendas and reporting back on matters arising
- Maintain compliance with appropriate Health and Safety regulations
- Co-ordinate update of non-clinical protocols
- Manage an effective appointments system
- Maintain registration policies and monitor patient turnover
- Responsibility for the implementation of changes and improvements within the Reception area

- Understand and ensure compliance with Information Governance standards amongst the Reception team
- Co-ordination of annual leave for Reception team.
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Information Technology:

- Have a working knowledge of all software and hardware within Reception area
- Deal with IT problems in the Reception area, contacting IT department if necessary
- Train staff in use of IT systems
- Ensure that all telephone calls are answered and processed quickly and efficiently

Key Competencies:

- Excellent organisational skills
- Fair and unbiased attitude
- Sound knowledge of EMIS, DocMan, IntraDoc and MS Office
- Awareness of data security requirements
- Good verbal and written communication skills
- Problem solving skills
- Flexible approach, team player, good sense of humour
- Awareness of practice accountabilities to patients
- Develop and maintain administrative skills to support clinical staff; for example data coding, summarising

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

Assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

Support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation

- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

Participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

Strive to maintain quality within the Practice, and:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

Recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

- Write and apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

This is a description of the job as it is at present constituted. However, the Employer reserves the right to amend, modify and vary job and duties, either orally or in writing