

# **MONTPELIER HEALTH**

## **PILNING SURGERY**

### **RECEPTIONIST/CALL NAVIGATOR/ADMINISTRATOR**

Pilning Surgery is a rural medical practice serving approximately 4,400 patients. We are looking for a reception/administrator/call navigator to provide a high quality service to the Practice and our patients. We will consider a job share for suitable candidates.

#### **JOB SUMMARY**

The post holder will work in the reception/administration department. They will provide general assistance to the practice team and project a positive and friendly image to patients other visitors, either in person or via the telephone.

#### **The hours of work will be 35hrs per week**

You will deal with patients confidentially, respectfully and holistically. You will help signpost patients to the most suitable clinician/service to best support their needs. Duties will include speaking to patients and carers, both face to face and on the telephone. You will also book appointments and deal with patient queries and enquiries.

You will liaise with other NHS bodies, health care providers, support workers and other professions on the telephone to help sort out problems and issues relating to the care of patients.

You will help support administrative processes within the practice and take on additional administrative tasks as requested, to support smooth and efficient workflow for the patient, clinical team and others involved in the healthcare of the patient.

At all times the post holder must act in a manner consistent with the 'code of conduct and appearance' when representing both Pilning Surgery and the NHS.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive.

#### **The post holder will be responsible for:**

- Answering the telephone with a professional and pleasant manner
- Dealing with patient queries accurately, efficiently and effectively
- Accurately take messages, include patient details, contact details and specific content of the message and convey to the appropriate person.
- Book appointments accurately and with the appropriate clinician using the EMIS clinical system
- Signpost and prioritise patients in line with appropriate training
- To take appropriate and accurate demographic/personal details of patients, to include disabilities, carer status and other details relating to equality and diversity.
- Deal with incoming confidential mails and faxes efficiently
- Opening, sorting and distributing incoming post in an efficient and timely way
- Use the clinical system effectively to inform clinical staff of relevant information relating to their patient.
- Deal with prescription queries effectively and in a timely way. Completing patient requests for repeat medication accurately and within the practice standards
- Organise transport (emergency and non-emergency) if required
- Process patient registrations accurately and timely.
- Follow all start up and close down procedures daily to ensure security of the IT system and buildings.
- Liaise with technical support in the absence of IT support on the premises
- To assist the administration process of ordering, taking delivery and maintaining stock supplies, being mindful of delivery instructions such as refrigeration requirements and acting upon them

- To carry out specific, additional administrative tasks as requested and agreed with line manager, this will include scanning and coding of documentation onto patient records.
- Undertake any other duties required by the practice to assist in the day to day running of the service.
- Deal with situations involving distressed/unwell patients in line with policies and training
- Manage patients who may be verbally or physically aggressive in a professional manner, using the appropriate alert systems and by following policy and training.
- Deal with blood and urine specimens safely and in line with infection control policy, ensuring they are safely stored and ready for collection
- Manage financial transactions in line with set protocols
- Assist with day to day faxing and emailing requirements as necessary for the role
- Participate in a weekly staff rota to cover the reception/administration requirements during practice opening hours

### **Communication**

- To communicate on the phone, by email, fax or in person with staff from a wide variety of NHS/other departments in a confidential, professional and efficient manner so that good communication between the surgery and all other services is maintained
- To communicate in a professional, friendly and helpful way with patients, carer's and the general public to maintain an excellent profile for the surgery amongst its users
- To maintain confidentiality for all patients and users of the service
- To communicate effectively and sensitively with service users who may be angry, confrontational, upset, anxious, fearful or have communication difficulties such as poor language skills, hearing loss or disabilities.

### **Responsibility**

- To carry out duties with a level of autonomy and minimum supervision, working within broad procedural guidelines
- Use own initiative to deal with own workload and day to day tasks
- To support the effective maintenance and management of office systems
- To be responsible for identifying own training needs and training needs that may help improve service quality
- To take responsibility when a clinician is unexpectedly not available in clinic, cancelling and rebooking appointments as directed
- Work in accordance with practice policies and procedures
- Report incidents and near misses to ensure the continued safety of staff, patients and visitors to the practice
- Report incidents and areas of non-compliance to ensure that the practice responds and learns from errors and untoward events

### **General Duties**

- The Post Holder may be required to work additional hours to cover holidays and sickness.
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The post-holder will need to be flexible in developing the role and in initial and ongoing discussions with the Surgery manager.

## **Confidentiality**

- Under the Data Protection Act 1998, the post-holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Montpelier Health's 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

## **Safeguarding**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising their types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection

Everyone within Pilning Surgery has a responsibility for, and is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. Pilning Surgery ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff

## **Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

## **Environment**

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and proactive in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

## **Rehabilitation of Offenders Act**

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

The main duties and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The post-holder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and the employer would aim to reach agreement to changes.

## PERSON SPECIFICATION

<b>QUALIFICATIONS AND EXPERIENCE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
GCSE grade C (5) or above (or equivalent) in English.	Essential	Application and Interview
Good general computer skills – experience of using Microsoft Office, eg. Word, Excel	Essential	Application and Interview
Eligible to work in the UK	Essential	Application and Interview
Experience of working in an integrated multi-skilled team	Essential	Application and Interview
Experience of working in a pressurised environment	Essential	Application and Interview
Experience of using EMIS Web computer software	Desirable	Application and Interview
Experience of customer service	Desirable	Application and Interview

<b>SKILLS AND ATTRIBUTES</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Able to deal sensitively with anguished, distressed and occasionally aggressive individuals	Desirable	Application
Excellent attention to detail and accuracy skills	Essential	Application
Excellent written and verbal communication skills, including telephone experience.	Essential	Application and Interview
Ability to listen carefully in order to understand the needs of others		Interview
Ability to adjust communication skills to meet the needs of the recipient	Essential	Application and Interview
Able to work within a team and take instruction as required – able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Ongoing commitment to personal development and self-motivated	Essential	Interview
Able to maintain confidentiality at all times with regard to staff and patients	Essential	Interview

Excellent organisational skills	Essential	Application and Interview
Able to use own initiative	Essential	Interview