

FRAMLINGHAM MEDICAL PRACTICE

JOB DESCRIPTION

JOB TITLE: Reception Team Lead
REPORTS TO: Practice Manager
HOURS:

MAIN PURPOSES

Job Summary:

- Oversee and manage all Reception staff and Reception activities within the practice.
- Reception duties to be carried out at both Framlingham & Earl Soham Framlingham practice sites as required.
- Ensure the smooth running of the Reception including ensuring appropriate levels of staff and high standards of customer care.
- Identify opportunities to improve customer service standards and efficiency
- Ensure all Reception team duties are carried out in accordance with the practice's guidelines and policies.

Job responsibilities:

- Responsible for all aspects of the Reception team including annual team appraisals and training.
- Work closely with the Administration Team Leader and other Team Leads to ensure the smooth running of Practice reporting any problems encountered to the Practice Manager.
- Co-ordinate patient contact relating to cancelled and re-scheduled clinics.

PRINCIPAL DUTIES AND RESPONSIBILITIES TO INCLUDE:

ADMINISTRATION

Production of performance and quality information:

- Ensure that documentation (electronic and paper-based) is appropriately managed and processed efficiently within the department.
- Support and assist in the production of information for clinical audits and returns as required.
- Actively contribute to the efficiency and quality of administration of the practice.
- Apply practice policies, standards and guidance.

Information:

- Ensure communication systems are running smoothly and that staff are kept fully informed of changes in procedures.
- Ensure New Patient and Temporary Resident administration and processes are followed and kept up to date
- Maintain and manage notice boards / display boards throughout the practice ensuring they are regularly updated
- Assist with production and upkeep of Reception SOPs in line with practice policies and procedures.

WORKFORCE PLANNING

Manage, supervise, co-ordinate and guide the Reception staff

- Plan and manage weekly Clinical rotas
- Manage clinic room use for both Practice sites
- Produce and manage Reception staff rotas organising cover for any Reception staff absences

- Deal with any problems reported by other members of the Reception team.
- Encourage excellent team-working to include effective communication on Practice developments to Reception Team
- Encourage and support personal development of the Reception team.
- Maintain self and team professionalism and service standards.
- Keep the Practice Manager informed of any matters arising or problems / potential problems.
- Carry out annual Reception team staff appraisals.
- Management of Reception staff annual leave allocation recorded on electronic leave calendar.

Staff Training:

- Responsible for mandatory administrative training via E-Learning portal for Reception staff and ensure staff are up to date.
- Responsible for staff training and induction process for any new members of the Reception team
- Liaise with Practice Manager concerning staffing and organisation of Reception work.

Building – Framlingham & Earl Soham:

- Have a clear understanding of telephone systems, daytime and out of hours at both practice sites
- Occasional hands on maintenance as required e.g. plumbing and cleaning etc.
- Understand security systems & fire alarms for both practice sites.
- Coordination of regular fire drills at both sites in discussion with the Practice Manager

IT & COMMUNICATIONS

Communication:

The post-holder should recognise the importance of effective and robust communication by the Reception Team to include:

- Managing telephone and general enquiries referring urgent calls to clinical staff.
- Ensuring that all appointments booked and requests for telephone calls or visits are handled and booked appropriate on SystemOne
- Contacting patients to advise of test results or to arrange appointments, as required
- Recognising diversity regarding alternative methods of communication of individual patients and responding accordingly.
- Dealing with patients and contacts within the NHS and other practices both in person and on the telephone.

The post-holder also has overall responsibility for oversight of telephone system at both sites – reporting issues to Deputy Practice Manager

Information Technology:

- Have full working understanding of electronic appointment system (SystemOne).
- Have a working knowledge of all software and hardware used at both sites as relevant to Reception.
- Train new Reception staff in use of IT system, call screen, telephone system etc
- Provide continued support and training for current and new staff in resolving day to day problem with PCs and printers.
- Management and regular updating of electronic patient call system and electronic posters/advertising.

PERSONAL RESPONSIBILITIES

Personal/Professional development:

- Participation in an annual individual appraisal 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.

***NOTES**

This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities as and when required by the Practice Manager & Partners.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.

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 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.

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.

Signed by Employee: _____

Name: _____

Date: _____