



EVERGREEN OAK SURGERY

JOB DESCRIPTION

JOB TITLE: RECEPTION SUPERVISOR

ACCOUNTABLE TO: PRACTICE MANAGER

HOURS: 27.5 hours per week
8.00am – 1.30pm Monday to Friday

The post holder is expected to work at both Evergreen Oak and Creekmoor Surgeries.

Job Summary:

- Responsible for the smooth running of the reception area
- Supervise the reception team to provide an effective, efficient and friendly service to patients, visitors and others who work or are involved with the Practice
- The Reception Supervisor will be part of the administrative team under the direction the Practice Manager for overseeing reception duties, ensuring clinical rotas are prepared and other reception duties
- The Reception Supervisor will assist the Practice Manager in collating evidence for the Care Quality Commission, Quality & Outcomes Framework (QoF) and for other monitoring reports as required
- The Reception Supervisor will facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

Job responsibilities:

- To provide an efficient administrative service within the reception team and to the Management and Clinical Team, as required
- Set up and monitor the allocation and management of appointment slot types to meet the needs of patients, ensure effective use of clinical time and support reception in being as efficient as possible
- To maintain the monthly audit and reporting requirements in an accurate manner
- Gathering statistics and information relating to capacity and demand when required
- Assist with the organisation, distribution, and evaluation of patient surveys/patient feedback
- To maintain administrative systems so that written, or computer information is easily accessible and secure

- To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries
- Organise induction programme for trainee doctors and new reception staff.
- Monitor appointment and clinics and liaise with Practice Manager if any issues such as not enough appointments or the demand for appointments rises
- Advise the Practice Manager or a GP Partner of any risks to clinical cover, availability or breach of responsibilities

Staff Supervision - Reception Staff:

- Responsible for organising clinical staff absence for holiday, sickness and compassionate leave etc and coordinate clinical cover when needed
- Responsible for the supervision of the reception team, providing support in the appraisal and training needs analysis process, induction of new staff and wellbeing
- Responsible for supervision and training in appropriate call handling, management of appointments and specialist services, and the implementation of effective procedures by the reception team
- Provide induction training for all new staff
- Support the reception team with the re-organisation of appointments during periods of pressure, e.g. when a member of the clinical team is sick, or computer system is not available
- Monitoring daily reception tasks are completed by team members
- Performance monitoring of staff including where appropriate conducting formal and informal performance meetings
- Ensure all staff complete relevant mandatory training as required and training relevant to their role
- Support the implementation of health campaigns and enhanced services such as influenza and pneumococcal vaccinations, childhood immunisation, etc.
- Ensure efficient systems in place for private services, such as medicals and immunisations, and the collection of fees
- Support the introduction and implementation of relevant up-to-date protocols, systems and information, proposing changes to working practices or procedures

Premises and Equipment:

- Be conversant with the layout of the building on both sites with a clear understanding of the maintenance requirements of each
- Liaise when required with the contract cleaners on each site to ensure each building is cleaned to the required standard
- Ensure appropriate consulting rooms and resources are suitably stocked prior to clinics
- Ensure consulting rooms are ready for clinical staff at the beginning of each session

Information Technology:

- Provide support during periods of risk to business continuity, for example, report computer problems

- Oversee the administration of the clinical system ensuring reception staff complete all housekeeping tasks as required
- Have a full understanding of the appointment system
- Provide support and training for all clinical staff in the use of SystemOne
- Provide support and training for current and new staff in resolving simple problems with computers and printers including the changing of toners and drums
- Deal with log on and Smart card issues as an RA for SystemOne
- Have a clear understanding of the telephone system
- Liaise with IT support department and other clinical interfaces, to resolve other hardware and software issues, when required

Health and Safety:

- Ensure fire alarm check is carried out on a weekly basis and recorded
- Act as Fire Marshall and assist with the co-ordination of regular fire evacuation on both premises
- Ensure accidents etc are reported, recorded and investigated
- Keep all staff up to date with Health and Safety issues

Health and Safety (General):

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health and 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
- Actively reporting of health and safety hazards, infection hazards and potential risks 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)
- Demonstrate due regard for safeguarding and promoting the welfare of children

Other Duties:

Any other duties reasonably required to meet the requirements of this role.

Confidentiality:

- In the course of seeking treatment patients entrust us with and 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

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 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:

The post-holder will participate in any training programme implemented by the practice as part of this employment which may be outside normal working hours, to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Completion of annual mandatory training including online training, CPR, infection control etc
- Quarterly Practice training afternoons.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- 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:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Attend appropriate Staff Meetings and training including those which may be outside normal working hours
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- 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 training and audit where appropriate

This job description may need to be reviewed from time to time as the practice develops or processes change.

Work Remotely:

- No

Job Type:

Part-Time, Permanent

Salary: £19,000.00-£23,000.00 per annum pro rata

Benefits:

- NHS Pension
- On-Site Parking

Person Specification		
	Essential	Desirable
Academic/ Vocational Qualifications	Good secondary education Evidence of vocational training and professional development	Management qualification Customer Care training
Experience	Experience of managing a team as a positive, respected leader Organising complex rotas or timetables Setting up new procedures Training and development of others Dealing with the public	Working in General Practice
Physical	Rooms to first floor of the branch surgery with no lift access.	
Knowledge/ Skills	Clear handwriting Good English language and grammar Good telephone manner Microsoft Word Microsoft Excel	Windows 10 SystemOne clinical software Microsoft Office 365 Basic IT fault finding Knowledge of SystemOne
Qualities/ Attributes	Logical and organised Proven leadership skills High levels of attention to detail Strong communication skills Tact and diplomacy Patient and calm manner Able to prioritise and use own initiative Able to work under pressure Keen learner Professional and friendly persona Discreet and confidential	
Other	Clean driving licence and mode of transport between surgeries.	

Evergreen Oak and Creekmoor Surgeries are a strictly 'Smoke-Free' employer and no smoking is permitted on these premises or adjacent land.