**Job Description for Receptionist/Lead Receptionist**

**Job Summary**

Duties can include, but are not limited to, greeting and directing patients, effective use of the appointment system, booking appointments, the processing of information and assisting patients as required. To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multi-disciplinary team members and external agencies such as secondary care and community service providers.

**Lead Receptionist to include:**

To be responsible for the leadership and supervision of a team of receptionists, ensuring all reception duties are performed effectively and to the required standard, meeting the objectives of the organisation. Support the management team in promoting ED&I, SHEF, quality and continuous improvement, confidentiality, collaborative working, service delivery, learning and development and carry out other duties as directed by the management team.

**Primary Key Responsibilities**

The following are the core responsibilities of the Receptionist. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

1. Maintain and monitor the practice appointment system
2. Process personal, telephone and e-requests for appointments
3. Answer incoming phone calls, transferring calls or dealing with the callers’ request appropriately
4. Signpost patients to the correct service
5. Initiating contact with and responding to, requests from patients, team members and external agencies
6. Clinically code data on system
7. Photocopy documentation as required
8. Data entry of new and temporary registrations and relevant patient information as required
9. Input data into patients’ healthcare records as necessary
10. Direct requests for information, i.e., SAR, insurance/solicitors’ letters and DVLA forms to the administrative team
11. Manage all queries as necessary in an efficient manner
12. Carry out system searches as requested
13. Maintain a clean, tidy, effective working area at all times
14. Monitor and maintain the reception area and notice boards
15. Support all clinical staff with general tasks as requested

**Secondary Responsibilities**

In addition to the primary responsibilities, the Receptionist/Lead Receptionist may be requested to:

1. Partake in audit as directed by the audit lead
2. Support administrative staff, providing cover during staff absences
3. Action incoming emails and correspondence as necessary
4. Scan patient related documentation and attach scanned documents to patients’ healthcare records
5. Complete opening and closing procedures in accordance with the duty rota
6. As required support [insert role] in the management of repeat prescriptions, ensuring they are processed accurately and efficiently
7. Order and monitor stationery supplies
8. Produce, maintain and participate in the receptionist rota for lunch and out of hours cover
9. Deputise for the [xx] during periods of absence
10. Support reception staff development, providing guidance and direction, ensuring staff are up to date with mandatory training
11. Identify and provide team training where required
12. Support the [xx] in producing and maintaining the duty rota
13. Support the Practice Manager with all Patient Participation Group related matters
14. Support the health promotion lead and display promotional material on the allocated noticed boards and in the waiting room

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| **Person specification – Receptionist** |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent |  |  |
| GCSE Mathematics and English (C or above) |  |  |
| AMSPAR Receptionist Qualification |  |  |
| NVQ Level 2 in Health and Social Care |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public |  |  |
| Experience of administrative duties |  |  |
| Experience of working in a healthcare setting |  |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) |  |  |
| Strong IT skills |  |  |
| Clear, polite telephone manner |  |  |
| Competent in the use of Office and Outlook |  |  |
| EMIS/SystmOne/Vision user skills |  |  |
| Effective time management (planning and organising) |  |  |
| Ability to work as a team member and autonomously |  |  |
| Good interpersonal skills |  |  |
| Problem solving and analytical skills |  |  |
| Ability to follow policy and procedure |  |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident |  |  |
| Flexible and cooperative |  |  |
| Motivated |  |  |
| Forward thinker |  |  |
| High levels of integrity and loyalty |  |  |
| Sensitive and empathetic in distressing situations |  |  |
| Ability to work under pressure |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours |  |  |
| Disclosure Barring Service (DBS) check |  |  |