

Old Harlow Health Centre

JOB DESCRIPTION

JOB TITLE: RECEPTIONIST/ADMINISTRATOR

REPORTS TO: PRACTICE MANAGER

HOURS: 20 Hrs per week
Monday - Thursday – 07:45 to 12:45 hours
Or
15 Hrs per week
Monday – Wednesday – 13:30 to 18:30 hours

Job Summary:

The purpose of the role is to:

- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of clerical support to clinical staff and other members of the practice team
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Practice Manager, dependent on current and evolving practice workload and staffing levels:

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice
- Deal with all general enquiries, explain procedures and make new and follow-up appointments both on the telephone and face to face.
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls as required in a polite, courteous and efficient manner. Divert calls and record messages, concisely and accurately – pass on appropriately.
- Take requests for home visits, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
- Prepare all necessary paperwork for surgeries.

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- Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
- Maintain an efficient handover at change of shift.
- Enter patient information on to the computer as required.
- Ensure that all new patients are registered onto the computer system promptly and accurately
- Unlocking & Locking-up of practice premises and maintaining security in accordance with practice protocols
- Processing repeat prescriptions in accordance with practice guidelines
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers
- Providing clerical assistance to practice as required from time to time, including word/data processing, filing, photocopying and scanning
- Ordering, re-ordering and monitoring of stationery and other supplies
- Dealing with clinical waste
- Ensure the kitchen is kept clean and tidy in turn with other staff
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter
- Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.

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.

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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, 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:

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.

Personal/Professional Development:

The post-holder will 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:

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.

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Communication:

The post-holder should 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:

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 audit where appropriate.

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EMPLOYMENT APPLICATION – Non Clinical

This form may not allow sufficient space for provision of the information requested, or other information you feel would be relevant to the application. If this is the case, please include additional sheets.

PERSONAL DETAILS:

Post applied for:	
Where did you see the post advertised?	
Surname:	First Name(s):
Address:	Postcode:
Telephone No: Daytime:	Evening:
E-mail address:	
Are you legally eligible for employment in the UK?	Yes / No (delete as applicable)
Do you require a work permit to work in the UK?	Yes / No (delete as applicable)
<i>Please note that prior to making an offer of employment, we are required by law to verify documentary evidence (and maintain copies for our files) regarding a candidate's eligibility to work in the UK. This applies to all applicants regardless of nationality/origin.</i>	
Have you any criminal convictions which are not 'spent'?	
Yes / No (delete as applicable)	
If yes please give dates and details.	

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CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE

Title of Post	
Number of Hours worked per week:	
Name and Address of Employer	
Postcode	
Nature of Business	Date of Appointment
Salary and Hourly Rate (Full time equivalent)	Period of Notice / Contract End Date
Summary of Duties Responsibilities	
Reason for Leaving:	

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PREVIOUS EMPLOYMENT (most recent first - you may include unpaid work)
Please give a brief explanation of any periods of unemployment

Employer's Name and Address	Title of Post Held	Salary and Scale (FTE)	Date From	Date To	Reason for leaving

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EDUCATION AND QUALIFICATIONS (most recent first). Include details of any qualifications for which you are currently studying/expect to attain.

Schools, Colleges Universities or other Training organisations	From*	To*	Programme of study/examinations taken (with levels and grades)

* Inclusion of qualification dates is not compulsory

PERSONAL INTERESTS/HOBBIES

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APPLICANTS WHO ARE PATIENTS OF *OLD HARLOW HEALTH CENTRE*

Old Harlow Health Centre considers that employing staff who are patients of the practice has significant disadvantages both to the patient and to the practice. Please note therefore that if your application is successful, you will be required to register elsewhere.

REFERENCES

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character, e.g. a school or college teacher. Referees must not be members of your family or related to you in any way.

Name	Name
Job Title (if applicable)	Job Title (if applicable)
Address	Address
Postcode	Postcode
Telephone	Telephone
How does this person know you?	How does this person know you?
If required, may we take up reference before interview? Yes / No (delete as applicable)	If required, may we take up reference before interview? Yes / No (delete as applicable)

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INFORMATION IN SUPPORT OF THIS APPLICATION

In your own words, describe the sort of work you think you would be asked to undertake if you were successful in getting this job:

Please use the space below explain why you would be a good applicant for the post, including any experience you have gained, skills you have to offer (for example, IT skills) and personal qualities. This may include work and voluntary/domestic activities (e.g. school committees, charity work). Please relate your comments to the job description and advertisement.

Please continue on an additional sheet if necessary

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If you are selected for interview, are there any reasonable adjustments you would need us to make to make it easier for you to attend?

Yes / No (delete as applicable)

If yes, please give details:

Please note that *Old Harlow Health Centre* operates a non-smoking policy covering all practice premises

APPLICANT'S DECLARATION

I hereby give my consent, in connection with this application, for all previous employers, educational institutions and references to be contacted to obtain and verify the accuracy of information provided by me in support of this application.

I understand that any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of the application or immediate termination of employment, whenever it may be discovered.

I understand that the Old Harlow Health Centre is permitted to hold personal information about me as identified on this application form as part of its recruitment procedures and personnel records.

Note: Old Harlow Health Centre is an equal opportunities employer and does not unlawfully discriminate in employment. No information provided by the applicant will be used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by law.

Applicant's signature:

Date:

**This form should be returned to *the Practice manager at Old Harlow Health Centre, Jenner House, Garden Terrace Road, Harlow, Essex CM17 0AX*
no later than *31st January 2012***

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DIVERSITY MONITORING INFORMATION

Date of birth:	[optional – you do not need to complete this] This page will be removed from the application papers prior to assessment and is used only to monitor recruitment processes
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Please tick the box which best describes your cultural & ethnic origin

<input type="checkbox"/> White British	<input type="checkbox"/> Black British	<input type="checkbox"/> Indian
<input type="checkbox"/> White Irish	<input type="checkbox"/> Black Caribbean	<input type="checkbox"/> Pakistani
<input type="checkbox"/> White European	<input type="checkbox"/> Black African	<input type="checkbox"/> Bangladeshi
<input type="checkbox"/> Other white origin Please specify:	<input type="checkbox"/> Other black origin Please specify:	<input type="checkbox"/> Chinese
		<input type="checkbox"/> Other Asian origin Please specify:

FOR OFFICE USE ONLY	
DATE APPLICATION RECEIVED:	INTERVIEW: Yes / No
SHORTLIST Yes / No	NOTES ON REFERENCES: