



## **JOB DESCRIPTION**

**JOB TITLE:** RECEPTIONIST  
**REPORTS TO:** PRACTICE MANAGER  
**HOURS:** 25 hours per week

### **Job Summary:**

The receptionist will carry out a variety of administrative tasks and will be the first point of contact with patients either on the telephone or in person and will be required to respond in a friendly manner at all times.

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Provide 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

### **Job Responsibilities:**

The duties and responsibilities to be undertaken by members of the Practice Reception 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 Senior Receptionist/Practice Manager, dependent on current and evolving Practice workload and staffing levels:

#### **Administration**

- To have a thorough knowledge of all Practice procedures.
- To work in accordance with written protocols
- Fax and photocopy as requested

#### **Reception**

- Receiving patients and consulting with members of Practice team
- Be able to cover all reception positions as necessary

#### **Appointments**

- Process appointment requests for on the day and future appointments from patients by telephone and in person.
- Deal with visits requests

## **Computer**

- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of Practice area).
- Process repeat prescription request in accordance with Practice guidelines.

## **Telephone**

- Have working knowledge of telephone system, during and after hours.

## **Other Tasks**

- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Make tea/coffee for doctors
- Any other tasks allocated by managers

## **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

## **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

### **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