

## **Brynderwen and Minster Road Practice**

### **JOB DESCRIPTION**

**JOB TITLE:** Coverer Receptionist and Admin Clerk

**ACCOUNTABLE TO:** Management team, Partners

**REPORTS TO:** Office Manager

#### **JOB SUMMARY:**

To be flexible and provide cover during periods of absence (e.g. holidays and sickness) to morning and afternoon reception teams, prescription clerks and office manager as required. When not required to cover duties to undertake administrative duties as detailed.

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, including data inputting as directed by IT Management Team, and project a positive, professional and friendly image to patients and other visitors.

To be point of contact for patients and visitors, to act as a focal point of communication between patients, Doctors and other members of the Primary Health Care Team.

To conduct yourself with tact, courtesy, sympathy and efficiency, remaining pleasant and professional at all times.

Particular attention is drawn to the confidential nature of this post. All information must be held in the **STRICTEST CONFIDENCE** at all times.

Duties and responsibilities may change as the needs of the practice, local and national government requirements are implemented, therefore the post-holder will be required to undertake any other task for which they are properly trained and are asked.

#### **RESPONSIBILITIES**

##### **Administration**

- To have a thorough knowledge of all Practice protocols and procedures
- To work in accordance with Practice protocols and procedures
- Pulling / filing of notes as necessary
- Handling incoming and outgoing mail in accordance with protocol
- Scanning and photocopy as necessary
- Data entry onto computer system as directed by IT Management and practice protocol
- To have knowledge of the Practice complaints procedure and be able to implement if required.
- Registration and removal of all patient types; including deceased, fully, and temporarily registered patients in accordance to practice protocol.

- Work in accordance with and administrate the non-NHS duties including reports, insurance requests and requests for information in accordance with practice protocol.
- Process repeat prescription requests in accordance with Practice guidelines
- Work in accordance with and have a full understanding of administrative pathways regarding test results.
- To have and maintain a knowledge of appointments system and ability to add to and alter appointments and surgeries if necessary.
- To have a knowledge of the staff rota system.

### **Reception**

- Receiving patients, booking, changing and cancelling appointments.
- Handling completed prescriptions.
- Process appointment requests.
- To have a thorough and working knowledge of the practice telephone system, during and after hours.
- Process repeat prescription requests in accordance with Practice guidelines.
- Process change of patient details (computer and manual records) in accordance with Practice guidelines.
- To have a knowledge of the practice area.
- Processing requests for home visits in line with Practice policy.
- Receiving and assisting visitors and other agencies (i.e. pharmacy, health visitors, hospital staff, Local Health Board staff).
- Taking and communicating messages to the relevant person.

### **Other tasks**

- Maintain consulting rooms before and after surgeries.
- Ensure and maintain building security at all times – have thorough knowledge of doors, windows and alarm systems.
- Maintain confidentiality at all times.
- Present and maintain a professional, courteous and efficient image at all times.
- Book ambulances as required.
- Liaise with hospitals, primary health care team, social services and other allied agencies.
- Work as a member of the Practice team, training, supporting and assisting others as requested and necessary.
- Maintain a tidy and professional image of the reception and patient areas.
- Maintain an up-to-date knowledge of Practice memo's, guidelines, pathways and protocols, and implement changes as required.

### **Health and Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security and defined in the Practice Health and Safety Policy to include:

- Using all security systems within the workplace in accordance with Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in such a way that manages any risk.
- Make effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way; free from hazards.
- Reporting potential risks identified to the Practice Manager.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers, visitors 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, beliefs and needs of each individual.
- Treating all individuals without discrimination or prejudice no matter of their sexual orientation, gender, race, disability, age, religion or socio-economic status.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respectful.

**Personal and Professional Development:**

The post-holder will participate in any training programme required of them, and implemented as part of this employment, to include:

- Participation in individual performance review, including maintain a record of own personal and professional development.
- Taking responsibility for own learning, performance and development, supporting training of others and self.

**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 activities and making any necessary suggestions to support continuous improvement of both self and team.
- Work effectively with individuals in other agencies to meet patient 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:

- Communicate with other team members.
- Communicate 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.
- Participate in audit where necessary.