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| <b>Job title:</b>      | Receptionist   |
| <b>Salary:</b>         | £8.75 per hour   |
| <b>Accountable to:</b> | Reception Team Support   |
| <b>Location:</b>       | Benfield Valley Healthcare Hub (two sites)<br><u>County Clinic Site</u><br>Old Shoreham Road Portslade Brighton BN41 1XR<br><u>Burwash Site</u><br>14 Burwash Road, Hove BN3 8GQ |

### **About us and our culture**

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

### **We believe these things to be true**

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

### **Our Purpose in the World**

Care Unbound. To create more possibilities for care in every moment.

### **How we work in service of our purpose**

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

## **JOB PURPOSE**

The Receptionist/ Patient Care Team Assistant will maintain an efficient reception area of the premises. This will include dealing with members of the general public. The service aims to provide the highest quality experience.

The Receptionist/ Patient Care Team Assistant will support the clinical and administrative team in the referrals assessment process, working within procedural guidelines. They will work with their team, GP practices, hospital and community staff and clinicians. They will also provide a range of administrative support.

The Receptionist/ Patient Care Team Assistant will be flexible in providing support to adapt to the requirements of the business. In the future the role may require some out of hours working.

## **PRINCIPAL DUTIES & RESPONSIBILITIES**

1. Presents a professional and courteous image to all service users, visitors and staff entering and exiting the building. Keeps a record of all staff in the building at any time
2. Welcomes visitors and provides all possible assistance, including arrangements for access requirements, ensuring that the appropriate staff member is informed of their arrival
3. Understands the appointment system, making appointments, booking patients in, registering new patients and updating details for existing patients
4. Communicates courteously and politely at all time when dealing with enquiries, where there may be barriers to understanding

5. Operates a telephone system, maintaining a helpful and friendly manner at all times, answering queries where appropriate or seeking help when necessary
6. Deals with pathology results
7. Generates prescriptions for signing
8. Provides Clerical support to Clinical staff and manager
9. Ensures any suspicious or inappropriate attempts to gain entry to the building are reported to the appropriate manager
10. Ensures all letters/parcels are sorted for collection or redistributed when necessary. Ensures that incoming post is scanned in a timely manner
11. Use of computer and paper based systems to perform administrative functions in order to support the administration of service provision in accordance with agreed standard processes and procedures, and within agreed timeframes. Ensuring the accuracy and quality of data recorded
12. Maintain data security and patient confidentiality by adhering to auditable Benfield Valley Healthcare Hub processes and protocols
13. Deals promptly with any concerns regarding maintenance work in the building, ensuring that the line manager is informed appropriately
14. Calls the Fire Brigade in the event of a fire alarm sounding
15. Responds to premises panic alarms in accordance with agreed protocols
16. Attends mandatory training and other relevant training courses, as required
17. When required, follows standard operating procedures when contacting a defined list of patients to support patient stewardship or collect patient satisfaction data
18. Provides general administration support which will include: faxing, filing and archiving correspondence, maintaining a well organised filing system at all times, answering the phone, taking messages, checking emails and responding to them appropriately

19. Demonstrates a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team
20. Attends team meetings/ briefings/ 1:1s
21. Demonstrates own activities to new or less experienced staff
22. Understands the appointment system, making appointments, booking patients in, registering new patients and updating details for existing patients
23. Checks patients' address and phone number at every opportunity
24. Hands over any ongoing or important issues at each shift
25. Flexible approach and available to cover holidays and sickness
26. Undertakes, as directed, any other tasks appropriate to the job role as required by the business or in support to the team

### **USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

### **CONFIDENTIALITY**

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

## **EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

## **HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## **NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

## **TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

## AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees  
Signature:

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Print Name

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Date:

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Manager Signature:

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Print Name:

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Date:

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| <b>JD author (name and job title):</b>                        | Victoria Thomson<br>Reception Team Support |
| <b>Date JD agreed:</b>  | 3 October 2018                             |
| <b>Brief description of reason for review (if applicable)</b> | Recruitment                                |
| <b>Version number</b>   | BVHH 2                                     |