

JOB DESCRIPTION	
Job title:	Receptionist / Administrator
Team/Department:	Primary Care
Location:	Herstmonceux Integrative Health Centre
Hours of work:	As agreed and in accordance with the contract of employment
Job title the post holder will report to:	Team Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	January 2024

JOB PURPOSE

To assist with the smooth running of the reception area and waiting room.

To provide good customer service at all times.

To ensure that the highest standards of service are given to patients, maintaining confidentiality and being aware of the Data Protection Act at all times.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Receptionist/Administrator Duties

- To welcome patients and mark them on the system as arrived.
- To book appointments for patients with doctors and other members of the primary care team.
- To answer and deal with face to face and/or telephone queries and liaise with hospitals/community services as appropriate.
- To process repeat prescriptions.
- To ensure the waiting room is tidied between surgeries.
- To ensure consulting rooms are kept tidy and stationery replenished.
- To raise invoices and receive cash, cheques and take card payments over the counter from patients and record details, passing money securely to Practice Manager.
- To receive specimens from patients, ensuring that they are properly labelled and given to the nurse to despatch to the Path Laboratory within timescales.
- To take, record and pass on messages accurately, including home visits.
- To open, stamp and sort all post.
- To deal with faxes and emails received.
- To scan letters and documents onto the patients' electronic records.

- To send referrals forms via email, fax or online according to the hospital/community service's requirements.
- To put out and file away patients' notes.
- To deal with registering new patients and deducting leaving patients, including temporary residents.
- To know how to operate all office equipment.
- To sort and tag new patient notes.
- To enter data on to the patients' electronic records as required.
- To photocopy patient notes as requested by patients or insurers, solicitors etc with the patients' permission.
- To carry out general office administration including processing data on the patient computer system.
- To support patients with online patient services including helping them to log on and answering queries.
- To deal with problems as they arise, including liaising with IT or telephone helpdesks, or using the specialist spillage/cleaning packs depending upon the problem and solution required.
- To work additional hours to cover other members of staff for annual leave and periods of sick or other leave.
- To be prepared to work Saturdays as required.
- To be prepared to work additional hours on an ad hoc basis to complete specific pieces of work, as appropriate.
- To ensure all appropriate colleagues are aware of any information which needs to be passed from one shift to another.
- To take part in internal and external training, courses and meetings, as required.
- Any other duties commensurate with skills and experience.

Confidentiality

- To keep all information on patients, staff and the practice 'as a business' strictly confidential. All new staff are required to sign our confidentiality statement: in the course of your employment or associated work with the Practice, you may have access to, see or hear, confidential information concerning the medical or personal affairs of patients, staff or associated healthcare professionals. Unless acting on the instructions of an authorised officer within the practice, on no account should such information be divulged or discussed except in the performance of your normal duties. Breach of confidence, including the improper passing of registered computer data, will result in disciplinary action, which may lead to your dismissal.
- Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 2018 or an action for civil damages under the same Act in addition to any disciplinary action taken by Practice.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	GCSE grades A-C including English and Mathematics or equivalent qualification or level of experience	<p>A' Levels or equivalent qualification or level of experience</p> <p>NVQ Level 3 Customer Service or equivalent qualification or level of experience</p> <p>RSA 3 Word Processing or equivalent qualification or level of experience</p>	C.V. & Certificates
Experience	<p>Dealing with members of the public face to face and on the telephone</p> <p>Good office/clerical skills</p>	<p>Medical receptionist or medical secretary experience</p> <p>Experience of using EMIS Web system</p>	C.V. & Interview
Practical skills	<p>Understanding the need for professional confidentiality</p> <p>Ability to establish and maintain effective relationships</p> <p>Effective communication skills both verbal and written – including the ability to be sensitive and to extract relevant information from conversations and pass on</p> <p>Good customer service skills</p> <p>Good computer skills</p> <p>Use of Microsoft Office, email and Internet</p>	Audio touch typing	C.V. & Interview

Requirements	Essential	Desirable	How identified
	<p>Accurate recording skills</p> <p>Calm disposition</p> <p>Ability to deal with difficult people in a professional and appropriate manner</p>		
<p>General</p>	<p>Friendly and approachable</p> <p>Interpersonal and team working skills</p> <p>Honesty and integrity</p> <p>Excellent communication both verbal and written</p> <p>Ability to manage a varied and busy workload</p> <p>Flexible and collaborative approach including flexibility to work late and weekends if necessary</p> <p>Ability to work extra hours and provide holiday cover, especially in the school holidays</p> <p>Responsive to and an ability to work in a changing and demanding environment and work under pressure</p> <p>Ability to multi-task, prioritise appropriately and organise own workload</p>		<p>C.V. & Interview</p>

Requirements	Essential	Desirable	How identified
	Reliable Commitment to own professional development Interest in working for the health sector		