

POST	CALL HANDLER
JURISDICTION	HUB & SECRETARY TEAM
ROLE TYPE	HUB
HOURS	2 x vacancies of 37 and 26.5 (plus absence cover as per the rota)
LOCATION	Any My Health Site but predominantly Strensall
RESPONSIBLE TO:	Team Leader / Operations Manager

POSITION IN ORGANISATIONAL STRUCTURE

Responsible and accountable to the appropriate Team Leader and Operations Manager.

MAIN ACCOUNTABILITIES

This list is not exhaustive and is subject to alteration, the role includes all duties that may reasonably fall within the job purpose which will vary over time.

JOB PURPOSE HUB

To participate in the administrative function necessary to provide excellent medical care for patients and to contribute to the Practices goal of delivering the *best* customer service for our patients. To maintain accurate records on the practices clinical system within the remit of your role.

Main Duties (HUB)

- Answering telephone calls: Responsible for providing the 'Best' Customer Service, every call...every patient.
 - a. Ensure the call itself, is handled efficiently, accurately and timely, whilst maintaining a warm, calm and professional approach.
 - b. Efficiently and appropriately making appointments, taking prescription requests, relaying messages and visit requests to medical staff in the appropriate way.
 - c. Efficiently and appropriately relaying messages to any other member of the practice team and associated staff in the appropriate way.
- Undertake associated administrative duties necessary to ensure smooth management of the patients medical record and support the medical staff in undertaking necessary actions:
 - a. Scanning of relevant documents onto the patient records and assigning to relevant team members in accordance with guidance
 - b. Inputting data to the patients record in accordance with guidance
 - c. Assisting patients with private work to be undertaken by the practice on their behalf
 - d. Dealing with all enquiries flowed to the Hub and Secretary team in a professional and appropriate manner.
 - e. Undertaking all other tasks associated with Health Care administration
- Efficiently and accurately obtain information as required by the doctor from other organisations, such as local hospitals and conveying this information quickly, efficiently and accurately

- Meeting KPI targets that have been set individually and as part of the team
- To ensure any CQC requirements and/or documentation for which the post holder is responsible for is completed timely and accurately.
- To also ensure any procedures and processes applicable to the role are followed timely and accurately
- To ensure you devote the whole of your time, attention and abilities to your role, our business and its goals
- To assist the Operations Manager with all clerical and administrative duties as required
- To receive and dispatch mail and carry out any actions as requested by doctors
- To support the practice wide teams in the achievement of their tasks where this overlaps with your own
- To undertake to perform in accordance with agreed standards and KPIs associated with these tasks, taking part in any quality audits as required
- Such other duties as may reasonably be delegated

COMPETENCIES

BACKGROUND SKETCH:

- Excellent team player
- Fit and healthy
- Excellent personal presentation
- Excellent customer service skills
- Self-Starter and ability to work autonomously
- Emotional maturity and stability
- Must be standards driven and detail-orientated with the ability to organise and plan ahead
- Must have the ability to multi-task, and make sound decisions in fast-paced environment
- Ability to cope with change and/or conflicting demands
- Articulate – good spoken and written English
- Ability to communicate well at all levels (internally and externally)
- Flexibility in working hours
- Good personal time management and priority setting
- Work well under pressure
- Must be courteous and focused on providing a consistently high standard of customer service.
- High attention to detail
- Excellent administrative skills
- Creativity and innovation

MEASUREMENTS:

- Achievement of key tasks as agreed during Performance/Competence Review
- Financial Performance
- Customer feedback

BEHAVIOURS

- **Team Work:** Work effectively within a team through a willingness to proactively support and assist their peers, in doing so, contributing to collective team goals
- **Can-Do Attitude:** Ability to react to and face challenges or setbacks in a positive manner with a commitment to continuous improvement of their own skills and behaviours and also of the service
- **Customer Service:** Ability to remain focussed on providing and continuously improving an excellent internal and external customer service
- **Confidentiality:** Ability to exercise and adhere to the Practice confidentiality policies
- **Work Prioritisation:** Ability to organise, prioritise and manage your own work demands by assessing levels of urgency and importance.
- Patient Services Team Members are required to put **our patients wishing to contact the practice first at all times**
- **Autonomous:** Ability to work independently by making informed decisions and exercising appropriate initiative when faced with a new situation / problem. Whilst also having the ability to recognise when a problem / issue should be escalated because it falls outside of the scope of the role.

SKILLS

- First Class 'Communication Skills':
 - a. Able to calmly, professionally and speedily **identify the needs of the patient / internal customer**
i.e. Ability to gather the necessary information from the patient in potentially complex / emotive circumstances, in a speedy and professional manner
 - b. To be able to, professionally and speedily **deliver what the 'patient / internal customer** required with a warm reassuring demeanour throughout
 - c. To be able to skilfully negotiate and signpost the customer to the **most appropriate person or alternative solutions to their needs**
i.e. To accurately follow nurse appointment guidance to ensure the patient is booked with the most appropriate clinician.
 - d. To be able to skilfully navigate and defuse potentially disgruntled customers or sensitive and/or emotive situations by using assertive language and exhibiting a warm reassuring demeanour
 - e. Able to professionally and effectively tailor your **communication style** to suit the needs of a varied spectrum of customers ranging from Patients of all walks of life, Partners, External Agencies, colleagues and clinicians.

CUSTOMERS/KEY STAKEHOLDERS

External Customers:

- **Patients;** from every walk of life

- **Other Health Agencies / Authorities;** Such as Hospitals / local health authorities
- **Internal Customers:**
- **Wider Practice Team:** Supporting the Practice in achieving our Strategic Goals.
Examples of most direct customers:
 - a. Clinical Team
 - b. Reception & Dispensary Team
 - c. Finance and Data Quality
- **Team Leader;** Supporting Team Leader in achieving team goals
- **Team Members;** Supporting Peers in achieving their goals

IT LITERATE AND DATA INPUTTING

Competent in the use of Microsoft Applications such as Word and Outlook and a proven ability to learn how to navigate systems, input data with an attention to detail and follow processes and procedures

EXPERIENCE REQUIRED

Customer service experience would be beneficial but training will be given with regard to Practice policies and procedures. Computer literacy is essential; however full training on Practice computer systems will be given.

COMPUTER ACCESS

Email (NHS Mail)/Outlook
Internet – patient information leaflets
EMIS
Intradoc
MS Office

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
- 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
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

HEALTH AND SAFETY

To conduct your daily work in a manner which complies with Practice and National Health and Safety policy.

CONSTRAINTS

To observe and comply with all appropriate statutory requirements, confidentiality rules and Equal Opportunities Policies

CHANGE AND REVIEW

Any other duties which may be required within the nature of the roles and responsibilities of the post as listed above, subject to the provision that normally any changes of a permanent nature shall be incorporated into the job description. Where the main purpose is varied in order to meet the changing demands of the Practice, consultation will take place and training, where necessary, will be given.

WORKING CONDITIONS

The terms and conditions of employment are in accordance with the Practice's conditions of service applicable to your post as detailed in your current Contract of Employment and Staff Handbook.

The job description is current to the date shown.

Patient Services Team Member Oct 17

Patient Services Team Administrator - Person Specification

JOB TITLE:	Patient Services Administrator / Receptionist	
RECRUITING MANAGER:	Lucy Murdoch	
QUALIFICATIONS	Essential	Desirable
A demonstrable commitment to professional development	√	
NVQ2 standard in: Dispensing, Customer Services, Administration		√
IT qualifications: ECDL, CLAIT		√
Experience	Essential	Desirable
Previous experience of ...		
Medical working environment		√
Computerised clinical system		√
Dealing with the public/patients	√	
Budgets and cash handling		√
Knowledge/Skills	Essential	Desirable
Good numeracy skills		√
Cash handling		√
Medical terminology		√
Receptionist skills/knowledge		√
Good Interpersonal and written communication skills	√	
Proficient in the use of EMIS clinical system		√
Ability to work accurately, independently with close attention to detail	√	
Good basic keyboard and computer skills	√	
Intermediate IT skills		√
Excellent keyboard and computer skills		√
Excellent communication skills	√	
Qualities/attributes	Essential	Desirable
An understanding, acceptance and adherence to the need for strict confidentiality	√	
Ability to work as part of an integrated multi-skilled team	√	
Ability to use own judgement, resourcefulness and common sense	√	
Able to work under pressure	√	
Ability to understand, accept and adhere to Practice contractual terms including Confidentiality Policy and H&S Policy	√	
Able to work on a variety of tasks with agreed objectives	√	
Able to work in a changing environment	√	
Able to self-motivate, organize and prioritise own workload, working to Practice Policies and procedures	√	
Able to make decisions within defined procedures/ legislation and know when to seek assistance	√	
Able to solve problems within area of work / knowledge	√	
Able to use own initiative	√	
Ability to self-motivate, organise and prioritise own workload	√	
Smart & presentable	√	
Willingness to learn and commitment to relevant training	√	

Punctual and reliable	√	
<i>Other</i>	Essential	Desirable
Flexibility of working hours/ able to work at the desired times and provide cover for holiday and sickness absence	√	
Experience of primary care		√
Car driver		√
Means of transport to travel to all four Practice Sites	√	
Eligibility to work in the UK: Eligible to work in the UK Understanding and adherence to British laws	√	

April 18