JOB DESCRIPTION - RECEPTION MANAGER

JOB TITLE: Reception Supervisor

REPORTS TO: Assistant Practice Manager

HOURS: 25 hours per week

Job Summary:

- Responsible for the day-to-day supervision and management of all reception staff and associated functions, including the repeat prescribing and the clinical system, ensuring all functions are carried out in accordance with agreed procedures, protocols and time-scales, and reporting to the assistant practice manager as necessary
- To manage the reception department, thereby assisting with the smooth running of the practice.
- To lead the reception team, ensuring an efficient and professional manner is maintained.
- To provide a focal point of communication between patients, doctors, and other medical staff
- To act as a role model, demonstrating and promoting the standards expected by the practice and creating the energy and enthusiasm for the service.
- To liaise with and assist with the wider Management team to ensure the smooth running of the surgery.

Job responsibilities:

The list of duties below is not exhaustive and may be subject to change as deemed necessary.

Supervisory & Management Tasks

- Responsible for managing the reception team.
- Co-ordinate staff to ensure all tasks are completed on a daily basis to include, but not limited to, appointment management, visits, issuing of scripts, scanning, workflow, emails
- Act as a role model to reception staff, supporting, motivating and promoting good staff relations.
- To co-ordinate staff rotas ensuring adequate cover at all times
- Submit all holiday requests to the Assistant Practice Manager and approve accordingly
- Ensure all Practice Policies and Procedures are understood and adhered to.
- Ensure all staff are aware of the disciplinary and grievance procedure and have an understanding of health & safety.
- In conjunction with the Assistant Practice Manager complete annual appraisals and help support reception staff in achieving their development plans.
- Assess training needs within the reception area with a view to preparing individual Personal Development Plans for reception staff.
- Monitor staff attendance, sickness absence, annual leave and daily rotas.
- Ensure cover and suitable contingency plans are in place for all leave, including unforeseen absence.
- Undertake the return to work interviews, notifying management of any anomalies.
- Assist with the appropriate recruitment and selection procedure for reception staff.
- Provide induction training of all new staff to agreed standards and ongoing review in conjunction with the Assistant Practice Manager

- Undertake, in association with the Assistant Practice Manager, reception probation reviews.
- Assist with and minimise potential problems that may lead to complaints.
- Oversee the alteration/cancellation of clinics and make alternative arrangements in an emergency.
- Oversee e-learning and training of all reception staff and manage PLT sessions.
- Coordinate and facilitate staff meetings jointly with the Assistant Practice Manager.
- Report IT issues to NHS Fife IT as and when required.
- Work on appropriate ad-hoc projects as and when required.
- The Post Holder may be required to work additional hours to cover holidays and sickness.

Administrative Tasks

- Set up and continually assess and evaluate systems, recommending changes and improvements to the practice manager as appropriate.
- Develop and maintain Reception Hand Book - 'How to Guide'.
- Ensure communication systems are running smoothly, doctors and reception staff are kept fully informed of changes in procedures.
- Appointment system - Supervise the correct use of the computerised appointment system.
- Ensure correct procedures are followed when the practice is informed of a patient death.
- Monitor clinics to avoid having unused appointments, liaise with other managers on how these appointments can be filled.
- Oversee delegation of general housekeeping duties.
- Oversee and delegate daily tasks e.g. unusual queries, following through patient queries etc.
- Provide hands on support to all reception staff and carry out any of the duties of a Bennochy Medical Centre Receptionist as detailed below:
    - Reception Desk: greeting of patients, dealing with their enquiries in a courteous and polite manner. Giving out previously prepared repeat prescriptions, making appointments and booking patients in for surgeries and clinics.
    - Telephone Duties: answering the telephone within a reasonable time, dealing with requests and enquiries courteously and politely. Contacting hospitals, Health Authorities and various other agencies for results, appointments, booking, referrals and patient information.
    - Making appointments: offering and arranging the appointments for doctors, nurses, phlebotomists and NHS Fife staff.
    - Information - ensuring that messages are promptly passed to the relevant person.
    - Computer: to be able to call up patient details and make sure these details are correct. Add administrative notes to the patient records as and when required. Preparation of repeat prescriptions. Input of statistical data required by the Practice and retrieval of data when required.
    - Helping: the doctors in the execution of their duty of care. Facilitating patient care, comfort and safety in the surgery. Be responsible for allotted tasks and their completion. Ensuring that the waiting and reception areas are kept tidy with regards to Health & Safety of patients and colleagues.
    - General practice administration.

The post holder may also be required to carry out other duties commensurate with the grade.

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 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, 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 recognise 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.