

## Job Description

Job Title:	Receptionist
Reports to (job title):	ASM
Line Manager to:	Najeeb Waiz-Service Manager

### Job Purpose:

As a Receptionist you'll join a team who are focused on *delivering impeccable customer service to our service users* to really make our service users and staff feel the difference.

We are looking for part time receptionist to join the team at "Anchor Centre and Meridian Practice " to provide high quality primary care to our patients.

The Anchor Centre is the specialist GP practice for homeless and vulnerably housed in Coventry and Meridian Practice is a specialist GP service for asylum seekers and refugees in Coventry. The healthcare team based at Both services deliver holistic health care for this patients' groups. We provide services to meet the needs patients who attend the Practice and aim to make a difference to people's lives in their community.

As a receptionist, you will work alongside a team of fellow dedicated and highly skilled healthcare professionals in service. We support each other in any way we can by holding regular meetings / development sessions / social events.

We are keen to strengthen our team by identifying a forward thinking and highly motivated reception staff who is committed to providing high quality clinical services and making a difference to the health inequalities of the area. We are looking to recruit a flexible, enthusiastic individual to work with us across both services.

### Key Responsibilities

- Receive and book in patients, monitor the patient flow, make emergency appointments and draw to the doctor's notice any patients who might require immediate attention
- Provide and receive information face to face, over the telephone, in writing or by electronic mediums from patients, doctors, practice nurse, colleagues, managers, other external contacts (eg, pharmacist, secondary care, nursing homes, etc.), members of the wider Primary Health Care Team and other visitors and ensure that where necessary, messages are passed onto the appropriate person
- Explain practice arrangements and formal requirements to new patients, ensuring that they are given an invitation for a new registration health check and ensure that registration procedures are completed.
- Demonstrating excellent IT and workload management skills
- Supporting a varied, complex and changeable service.

- A range of difficult situations – always demonstrating a sensitive and diplomatic approach, especially when dealing with emotional members of the public.
- Front of house – demonstrate professional behaviours at all times
- Understand and comply with confidentiality and information governance policies and procedures
- Answering telephone calls in a timely and appropriate manner
- Liaising with reception/admin team, providing the required cover and being flexible during emergencies.
- Signpost patients appropriately.
- Operate the Emis Web Clinical system.
- Process referrals and process Docman (document management system)
- Open, sort and distribute internal and external post.
- Participate in any training considered appropriate to the duties of the post.
- Cover for colleagues in the event of absence through sickness or holidays as required.
- Support with identification and notification of Health & Safety issues.
- Ability to work to own initiative but also to take direct and execute tasks efficiently and accurately.
- Promote effective communication and relationships within the team
- Work collaboratively as a team member to achieve the objectives of the Medical Services contract and aspirations of the team

## The Ideal Candidate

Experience in this role is desirable but not essential.

The essential qualities we are looking for in our Receptionist applicants are:

- Knowledge and experience of working on Emis Web.
- Strong written and verbal communication skills
- This is a multi-skilled role and the post holder will work closely with the team to ensure all roles within the office are covered during periods of absence or extreme work pressures
- Excellent time management and organisational skills
- Ability to work under pressure and prioritise caseload
- Ability to work independently and responsibly, without direct supervision
- To understand and abide by the rules of confidentiality
- Discreet and mindful of individual circumstances
- Flexibility, commitment, and adaptability
- Previous experience of working in a Clinical Reception Area.

