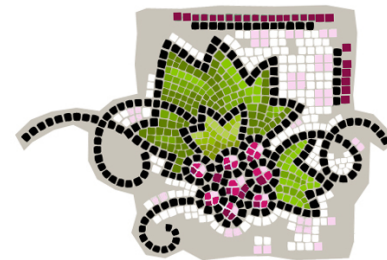


The Vine Medical Centre



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Dr Menuka Rai MBBS, MRCGP
Dr Yuliya Mihaylova MBBS, MRCGP, Dip Dermatology
Dr Olusola Folaranmi MBBS (Ib), P.G Cert, MRCGP
Dr Peter Madi MBBS, MRCGP
Practice Manager: Lindsey Mulcahy BSc (Hons)

Job Description: Reception Lead

Job Title	Reception Lead
Responsible to	Practice Manager & Senior Management Team
Base	The Vine Medical Centre
Contract Type	Permanent
Hours Per Week	25
Salary	Dependent on Experience
Holiday Entitlement	25 days per year & Bank holidays pro rata

Job Role:

The Reception Lead role is primarily to provide supervision and support to the Practice Care Navigation team and assisting with the smooth running of the Practice.

The post holder will work closely with (and under the direction of) the Practice Manager and Senior Management Team (SMT) to provide the continual improvement of standards across a wide range of clinical and administrative activity, as well as providing an element of cover or source of advice in the event of their absence.

The successful candidate must be able to work on their own initiative and have some supervisory experience, along with strong IT skills. You must be organised and confident, have a friendly and approachable manner and can work under pressure.

Previous primary care experience is preferential, although not essential as training will be provided.

The post holder will:

- Be an experienced supervisor/manager/leader of staff, providing leadership to the Care Navigation team.
- Have excellent service, leadership, communication and project management skills.
- Be suitably proficient with IT systems and software applications, preferably in a clinical setting (although training will be provided for the suitable candidate).
- Preferably, hold a relevant management qualification.
- Be a positive role model for the team exhibiting safe, professional decision-making and high level of care for patients within the Practice.
- Undertake rota planning of the Practices' medical students, preparing and undertaking their inductions, timetables, and room scheduling.
- Assist with Seasonal Vaccination Programme delivery through clinic organisation.
- Communicate with external parties in premises fault reporting and liaising with external organisations.
- Assist the External Services Manager with ensuring all building maintenance checks are performed in a timely manner and to the desired specification.

- Work collaboratively with the wider Practice team to meet the needs of our diverse range of patients.
- Support the delivery of required policy and procedures.

In order to work at this level full enhanced DBS clearance must be met.

Key Responsibilities:

The following are the core responsibilities of the Reception Lead. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

Care Navigation Supervision

- To provide day-to-day support, leadership, first line management and guidance for the Practice Care Navigation team, ensuring an efficient and professional manner is maintained and to provide cover to the reception team when needed.
- Ensure all reception and administration duties are completed to the highest standard.
- Monitor staff attendance, sickness absence and annual leave.
- Ensure cover and suitable contingency plans are in place for all leave, including unforeseen absence.
- To work closely with reception and clinical staff to ensure adequate cover and the smooth running of the Practice, reporting any problems encountered to the relevant person.
- Providing support and ensure training for current and new staff is carried out.
- Provide praise to staff for their accomplishments and achievements.

General Supervision

- To undertake specific assigned tasks, project support, or development work which may arise during changes to the NHS.
- To introduce new policies and procedures in line with current regulations
- Manage and deal with day to day needs, difficulties and requirements of the partners and other clinical staff.
- To be a point of contact for staff and patient queries and concerns.
- Be the responsible “On-Duty Manager” for at least one full day per week (except in periods of leave) on the administrative rota dealing with initial queries and escalating to a member of the SMT where relevant.
- Dealing with patient complaints relating to front desk/reception/care navigation services.
- Oversee and delegate daily tasks e.g. chasing missing test results and notes, unusual queries, following through patient queries, registration difficulties, saying ‘No’ nicely, etc.
- Support practice staff in developing and maintaining effective call and recall systems for patient services and reviews.
- Assist with Seasonal Vaccination Programme delivery through clinic organisation and preparation.

Medical Students Supervision

- Undertake rota planning of the Practice’s medical students, keeping the Practice’s “trainee timetable” up-to-date.
- Liaise with the students prior to their Placement to ensure the student is aware of their expected working hours and the Practice is aware of any scheduled absences from placement.
- Ensure the room schedules is kept up-to-date and there is an appropriate room available for their scheduled clinics.
- Add the student to the necessary IT software’s, and set-up their clinic plans.

- Prepare induction timetables, and full timetable if a short placement period to the designated specification.
- Undertake the students initial Practice welcome and induction.
- Ensure the student is added to the Practice “face tree” so all staff are aware who the trainee is.
- Be the point-of-contact for the students for any problems or queries they may have.

IT Supervision

- Responding to and resolving all local IT issues where appropriate liaising with NHS the ICB IT support/or others to resolve hardware and software issues.
- Setting up new members of staff in the clinical and other IT systems.
- Ensure the effective use of clinical systems, IT programmes and other systems used throughout the practice.
- Liaising with external parties with any software and/or hardware errors.
- Leading projects as directed by the ICBs commissioned IT support.
- Training of staff on practice IT systems as necessary.
- Providing review to, and updating the Practice website.

Buildings and Premises Supervision

- Being the support to the External Services Manager with regards to buildings management.
- Reporting building faults and errors to the relevant external party.
- Ensuring building maintenance contracts are upheld.
- Ensuring annual checks and services are undertaken.
- Assisting the External Services Manager with organising the annual redecoration for the suitable area in line with the 5-year rolling programme.

Care Navigation Duties

- The greeting of patients, dealing with their enquiries in a courteous and polite manner.
- Answering the telephone within a reasonable time, dealing with requests and enquiries courteously and politely.
- Contacting hospitals and various other agencies for results, appointments, booking, referrals and patient information.
- Making appointments and booking patients in for clinics.
- Take responsibility for the recording of all home visit requests, ensuring that the home visiting protocol is followed.
- Making appointments: offering and arranging the appointments for doctors, helping to arrange clinics.

Service to Patients

- To provide communications between patients, doctors and other staff.
- Support the Practice Manager and SMT in the running of elements and/or services within the practice e.g. compliance with CQC, Health and Safety audits etc.
- Support the Practice Manager and SMT in the reviewing and updating of Practice policies and procedures.
- Work with the Practice Manager and other members of the Practice to identify areas for improvement and assist in change management where appropriate.
- Ensure the promotion, monitoring and documentation of performance and quality outcomes targets within the Practice (including QOF), and using IT systems and software.

Absence Cover:

- To assist in provision of covering the duties of absent members of staff within the Reception & Administrative Team if appropriate, for example, answering incoming telephone queries.
- Ensure cover and suitable contingency plans are in place for all leave, including unforeseen absence.

Additional Duties:

- Completing cytology recalls and ensuring relevant systems are up-to-date in relation to women's health.
- Ordering stock for the Practice in the most cost effective manner.
- To promote Equality and Diversity and Health and Safety in themselves.
- Undertake any other additional duties appropriate to the post as requested by the Partners, Practice Manager, and SMT.
- The above list of tasks is not exhaustive and may be subject to change as deemed necessary to meet the changing needs of the Practice.

Training and Development

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with other clinical staff and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets
- Work to deliver the NHS contract requirements related to the Practice (including the terms of the Quality and Outcomes Framework and locally enhanced services)

Governance

- Take part in the maintenance of quality governance systems and processes across the Practice and its activities.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Work with other teams on improving the quality of service and patient care, in response to local and national policies and initiatives as appropriate
- Support and participate in shared learning across the practice and wider organisation
- Manage, review and identify learning from complaints, incidents and near-miss events relating to the Practice, team and self.
- Awareness of statutory safeguarding, notification processes and local guidance for children/vulnerable patients, applying relevant policies and legislation to protect them
- Ensure compliance with policies, procedures and guidelines for self and others, by acting or alerting senior management team if the Practice appears to contravene policy, or if there are concerns over any aspect of patient care.

Confidentiality

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
- Maintain an awareness of the Freedom of Information Act.
- 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 manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, the Practice Health & Safety Manual, and the Practice's Infection Control Policy and published procedures.
- Comply with Practice health and safety policies by following agreed safe working procedures
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

Equality and Diversity

The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy.

No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion, etc.

The job holder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

Other Delegated Duties

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties. This job description can be altered at any time, in discussion with the post-holder.