**COGGES SURGERY**

**JOB DESCRIPTION**

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| **Job Title** | Reception Manager |
| **Line Manager** | Practice Manager |
| **Accountable to** | Practice Manager |

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| **Job Summary** |
| The role is primarily line managing the practice reception team, carrying out day to day activities and overseeing a wide range of reception duties. Duties include being part of the reception team, greeting and directing patients, effectively using the appointment system, processing of information and assisting patients as required. To act as the central point of contact for receptionists and the wider staff team, patients and their relatives and external agencies.  The post holder will work closely with (and under the direction of) the Practice Manager to provide the continual improvement of standards across a wide range of clinical and administrative activity  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 be able to work under pressure. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the reception manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:  The post holder will:   * Be an experienced supervisor, providing leadership to the reception and administration team. * Have excellent service, leadership and communication skills. * Be suitably proficient with IT systems and software applications, preferably in a clinical setting (although training will be provided for the suitable candidate). * Exhibit safe, professional decision-making and high level of care for patients within the Practice. * 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 Manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:   * To provide day-to-day support, leadership, first line management and guidance for the practice reception team working alongside them, ensuring an efficient and professional manner is maintained and to provide additional cover to the reception team when needed. * Ensure all reception and administration duties are completed to the highest standard. * To provide communications between patients, doctors and other staff. * Support the Practice Manager in the recruitment and induction of all new reception staff. * Support the Practice Manager 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 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. * 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 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. * To be a point of contact for staff and patient queries and concerns. * The greeting of patients, dealing with their enquiries in a courteous and polite manner. * Dealing with patient complaints relating to front desk/reception services, and passing them on to the practice manager when appropriate. * Making appointments and booking patients in for surgeries and clinics. * 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: offering and arranging the appointments for doctors, helping to arrange clinics. * Responding to and resolving all local IT issues where appropriate liaising with NHIS the CCG IT support/or others to resolve hardware and software issues. * Ensure the effective use of clinical systems, IT programmes and other systems used throughout the practice. * Providing support and ensure training for current and new receptionists is carried out. * Training of reception staff on practice IT systems as necessary. * To promote Equality and Diversity and Health and Safety in themselves. |

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| **Generic Responsibilities** |
| All staff at Cogges Surgery have a duty to conform to the following:  **Equality, Diversity & Inclusion**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. Staff have a duty to take reasonable care of health and safety at work for themselves, their team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are encouraged to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competencies to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff may also undertake external training courses, if appropriate to their role.  All staff will participate in an annual individual performance review, including taking responsibility for maintaining a record of their own personal and/or professional development. Where required staff will demonstrate skills and activities to others who are undertaking similar work.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Cogges Surgery must adhere to the information contained within practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Cogges Surgery, reception staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. |

**Please note:**

**It is possible that, in the future, the Practice will open earlier and close later during the week and may even be required to open at weekends. In this event, your contract will require you to cover those periods on a rota basis as part of the Reception Team.**

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.