

De Winton Field Practice
Tonypandy Health Centre
De Winton Field
Tonypandy CF40 2LE

JOB DESCRIPTION

Job Title:	Medical Receptionist
Responsible to:	Practice Manager/Deputy Practice Manager
Accountable to:	GP Partners
Hours:	Full time/ Part time hours available
Salary	Hourly rate £8.91/hour (increasing to £9.21 after 6 months)

We are looking for a person to work as a member of our reception team.
Applicants will be required to undertake the following:

- ◆ Ensuring that enquiries from patients, doctors and other members of staff are efficiently and courteously handled
- ◆ Working as part of a team to ensure that reception tasks are completed efficiently
- ◆ Managing and prioritising a multitude of different requests often under pressure
- ◆ Being flexible and to be able to provide cover for the duties of other team members during periods of staff absence (holiday and sickness cover essential)

Specifically, this post will require the suitable candidate to undertake the following:

Helping patients with enquiries both in person and via the telephone
Use of the Vision clinical system
Scanning and Document management using Docman
Handling of prescriptions
Receiving and recording requests for visits
Receipt and sorting of practice mail
Dealing with patient registrations
Handling of money for private medical work
Handling of all forms used within the practice
Working with the reception team to ensure continuity of service to doctors and patients
Message handling
Maintaining both the manual and computer record system
The chaperoning of patients at doctor's request
Receipt of samples from patients and dealing with them appropriately
Booking emergency ambulances
Clinic administration including photocopying/faxing
Destruction of confidential information
Supervision of waiting rooms
Preparation of consulting rooms for us

PERSON SPECIFICATION - RECEPTIONIST

	Essential (E)	Desirable (D)
APPEARANCE AND SOCIAL SKILLS		
Dress – smart and appropriate	E	
Speech – clear and articulate	E	
Manner – pleasant and professional	E	
Confident personality	E	
Strong appreciation of customer service skills	E	
Team player	E	
EDUCATION		
Good General Secondary Education	E	
Educated to GCSE level standard		D
EXPERIENCE AND TRAINING		
Experience of working directly with members of the public in a busy office environment		D
Experience of working directly with members of the public in a busy NHS environment		D
Experience of answering telephone calls in a high call volume environment		D
Experience of working as part of a team	E	
SKILLS		
Experience of vision computer system		D
Basic IT skills	E	
Good written communication skills	E	
Good verbal communication skills – ability to deal with people in person and on the telephone	E	
FLEXIBILITY		
Flexible approach to undertaking a wide variety of tasks	E	
Flexible with regard to working hours e.g., holiday and sickness cover.	E	
Able to undertake training outside of standard working hours if required		D
Interested in learning new skills/taking on new challenges?		D
KNOWLEDGE		
Understanding of General Practice		D
Understanding of personal responsibility re Health and Safety		D
JUDGEMENT AND DECISION MAKING		
Comfortable working to agreed objectives/duties	E	
Ability to work without direct supervision	E	
Ability to work under pressure	E	