

Job description & Person specification	
Job Title	Reception Call Handler
Line Manager	Reception Manager
Responsible for	N/A

Job summary
<p>Call handling in a very busy environment dealing with patients' queries and booking appointments.</p> <p>Staffing Front Desk Reception, checking in patients, greeting visitors, dealing with enquires, handling forms, prescriptions, samples and similar.</p> <p>Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors in person, by phone or via electronic means.</p> <p>This will be under the direction of the Reception Manager with the aim of providing comprehensive support to the multidisciplinary team at the Practice and the best possible service to the patients.</p> <p>Allocated duties will vary daily depending on current and evolving workloads, targets, skills mix and staffing levels.</p>
Primary responsibilities
<p>The duties and responsibilities to be undertaken by the postholder are broadly described below. The division of daily work between these areas will constantly change, percentage figures give an indication of split only. The postholder will be expected to cover and maintain skills in all these areas and any other areas that develop relevant to the role and at an appropriate level.</p> <p>Phones (70%): Processing and triaging telephone requests from patients and other callers in a very busy and often pressurised environment. Making calls to patients to disseminate information, request information, book appointments and similar.</p> <p>Front Desk (20%): Receive, assist and direct patients or other visitors in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.</p> <p>Support work (10%): Any other administrative or patient facing work that maybe required to support clinicians, managers or other staff as and when required. This may be on a regular or ad hoc basis.</p>
Secondary responsibilities
<p>Lisson Grove and Woolwell Medical Centres is a relatively small business, and all staff are required to generally support the Practice and its patients. As such there are a variety of responsibilities that apply regardless of role. These are just some examples and should not be regarded as in any way exhaustive. The post-holder will not be required to do anything illegal or dangerous and training will be provided where required.</p> <p>Completing all directed training</p> <p>Basic life support or other emergency support, if first on the scene</p> <p>Act as Chaperone if requested by a patient</p> <p>Cleaning (limited and when no cleaner is on site or to aid with infection control)</p> <p>Helping with large clinics or events which may be out of hours (e.g. Saturday flu clinics)</p> <p>Setting up rooms or similar</p> <p>Making tea for the team (on a rotational basis!)</p>

Person Specification		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification or equivalent		✓
NVQ Level 2 in Health and Social Care or equivalent		✓
Experience	Essential	Desirable
Experience of working with the general public in a supportive environment	✓	
Experience of making and taking a high volume of telephone calls		✓
Experience of a wide range administrative duties (electronic and hard copy)		✓
Experience of working in a health care setting <i>(*Whilst not essential it will be used for first level shortlisting if there are a large number of candidates)</i>		✓*
Skills	Essential	Desirable
Excellent communication and interpersonal skills (written, online and oral)	✓	
Strong general IT skills	✓	
SystemOne or other electronic clinical system		✓
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated forward thinker	✓	
Willingness to admit mistakes and learn from them	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Desire to work in a fast paced and constantly evolving environment	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended to facilitate the development of the role, the practice and the individual or to more accurately reflect any changes in the role. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.