



Job Description & Person Specification

Position:	Receptionist Apprentice	Division:	UEC (LLR)
Location:	GP Practices	Reporting to:	Lead Receptionist / Operations Manager

Purpose of the Role

DHU Urgent Care (LLR) CIC is a non-profit making provider of urgent care and out of hours services within Leicester, Leicestershire and Rutland (LLR), a population of just over one million. Leicester City Health is a GP Federation working to ensure the sustainability of primary care and improve patient services in Leicester City. The two organisations have come together to co-deliver primary care services in Leicester City.

This post provides a wide range of medical reception and clerical work support. The role requires a good working knowledge of Primary care & Urgent Care, including a computerised clinic system (e.g. SystemOne).

A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Key Success Measures

- To ensure the open and closing procedures of the GP practice are followed, under supervision
- Ensure security is followed in relation to doors, cabinets, windows etc.
- Giving excellent patient service
- Keeping the patient records, requests up to date.
- Using the telephone to call patients when necessary
- Using computer systems for inputting of information to the standard required
- Ability to complete admin tasks in a timely and accurate way

Key Areas of Responsibility & Accountability

- Depending on your base location there may be a need to open all doors, start the computers, ensure that the reception is ready to receive patients from 8am, as required, reporting any issues to the Practice Manager or GP Lead and Operations Manager.
- To lock all doors and cabinets, close all windows and close down the computers at the end of the day, ensuring all patients have left.
- To undertake reception duties as required, during the hours of duty, greeting and managing patients in a courteous and appropriate manner.
- To receive and record incoming calls accurately and transferring calls as appropriate to Doctors, Nurses, the Practice Manager and other staff.
- Comfort call patients if DNA
- To receive and record requests for home visits, following the protocol for this.
- To receive patients, dealing with their enquiries and explaining surgery procedures.
- To make new and follow-up appointments and deal efficiently with appointment bookings.
- To extract patient records as required.
- To check daily mail, extract and file any other relevant documents.
- To summarise patient records, following protocol.
- To undertake all aspects of data entry.
- To type outgoing correspondence.
- To ensure the reception area and back office is kept tidy and ready for use by incoming colleagues and that information about any unresolved, outstanding or urgent matters is passed on.
- To maintain the waiting area in a neat and tidy condition.
- To provide a positive image of the organisation.

- To maintain his/her own professional competence in accordance with professional requirements, detailed in an annual Personal Development Plan that demonstrates a continued commitment to training and development.
- To immediately bring to the attention of the Manager any issue or incident, clinical or otherwise, that would attract censure or praise, or might bring DHU to the attention of the SHA, CCG, PBC or LMC or into the public view.
- To adhere to all DHU Health Care CIC Policies and Procedures as necessary.
- To maintain confidentiality of information relating to patients, clients, staff and other users of the services.
- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
- Any other reasonable duties as required from time to time.

Person Specification

The job holder will have;

- Level of Administration experience
- Previous experience in a health care environment desirable
- Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
- Accuracy and attention to detail
- IT literacy skills in Word, Excel, PowerPoint
- Flexible & adaptable to meet changing needs of service

Skills and Knowledge

- Self-motivated, able to work without supervision, using own initiative to complete tasks
- Well-developed influencing skills combined with a facilitative and supportive style of working
- Ability to prioritise work and meet deadlines
- Good interpersonal and communication skills
- Evidence of commitment to continuing professional development (CPD)

Personal Qualities

- Good team player able to work within a multi-disciplinary team
- Ability to work under own initiative
- Good level of interpersonal skills
- Adhere to the Confidentiality Code and Data Protection Regulations

Other

- Full valid driving license and use of a vehicle and able to travel to other DHU bases on occasions
- Flexibility to meet service/Rota needs including annual leave and sickness cover
- Requirement to meet DBS and other checks that must be satisfactory to DHU Health Care CIC Urgent Care Division (Leicestershire) recruitment process

Values, behaviours and principles

We are always:



Compassionate

We show kindness, consideration and understanding in everything we do - and demonstrate our caring nature to our patients, people and communities



Accomplished

We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.



Respectful

We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others' experiences.



Encouraging

We believe everyone matters, so we inspire confidence in others - promoting 'speakingup', fostering career-long learning and development, and supporting improvement ideas

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone's responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.



Signature of Post Holder:		Date:	
Name:			