



Ivy Grove Surgery

JOB DESCRIPTION

JOB TITLE: PATIENT CARE ADVISOR TEAM LEADER

REPORTS TO: OPERATIONAL MANAGER

ACCOUNTABLE TO: PRACTICE BUSINESS MANAGER

Job Summary

Responsible for the day-to-day supervision of all reception staff and associated functions including repeat prescribing, ensuring all functions are carried out in accordance with agreed procedures, protocols and time-scales, reporting to the Operational Manager as necessary.

Job Responsibilities

- Induction and training and mentorship of all new staff to agreed standards.
- Ensure adequate staffing levels and organise rotas in line with agreed policy.
- Responsible for organising cover for holidays, sickness and compassionate leave.
- Input of the GP, Nurse and other clinical sessions onto the computer system following production of rota by the management team.
- Manage the repeat prescription process in accordance with practice policy
- Manage the various appointments, visit and other books in line with agreed policies.
- Deal with more complex enquiries from patients
- To allocate reception jobs and ensure they are completed within the appropriate timescales
- To deal efficiently and effectively with incoming and outgoing telephone calls including the booking of appointments on the clinical system.
- To receive and appropriately record requests for home visits.
- To retrieve and re-file medical records.
- To receive, validate and issue repeat prescriptions as required.
- Order stationary supplies, recycle printer cartridges and batteries.
- To process outgoing mail.
- To receive messages for doctors, practice nurses, and admin staff, ensuring these are accurately recorded with all necessary information.
- To maintain the computer clinical system in an accurate and secure manner.
- To assist with the gathering of statistics and information when required.
- Charging patients the appropriate amount for private work, providing a receipt to the patient and recording the charge in the Petty Cash book
- To provide cover for members of the reception team during periods of sickness and annual leave.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- 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 assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.



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Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.