

**JOB DESCRIPTION**  
**BANK RECEPTIONIST**  
Arch Healthcare



Arch Healthcare is an outstanding healthcare provider delivering primary care to homeless and vulnerably housed patients. We are looking for outstanding candidates to join the reception team at our surgery in Central Brighton who can offer regular, flexible cover.

We have a very experienced team who are committed to making a real difference by delivering excellent health care and improving the health of the poorest fastest. The receptionist team is a key part of the patient experience and is essential to the smooth running of the surgery.

Our ideal candidates will be highly reliable, have outstanding interpersonal skills, reception and SystemOne experience, be organised and able to manage multiple tasks, have positive and friendly disposition and a compassionate and empathetic approach to patients using the service.

In return you'll receive a competitive salary, good terms and conditions, access to the NHS pension scheme, a positive and flexible working culture, excellent support from Arch management and the opportunity to influence and improve health services for some of the most vulnerable people in our city.

<b>POST:</b>	Receptionist (Bank)
<b>SALARY:</b>	£10.85 per hour
<b>BASED WITH:</b>	Arch Health CIC, Morley Street, Brighton
<b>ACCOUNTABLE TO:</b>	Assistant Practice Manager
<b>HOURS:</b>	Bank – regular flexible hours
<b>CONTRACT:</b>	Permanent

**JOB PURPOSE**

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

**MAIN DUTIES AND RESPONSIBILITIES**

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments. This requires a helpful attitude even when experiencing negative, unresponsive and sometimes verbally abusive behaviour from patients.
- Offer to assist patient as appropriate with completing registration forms if required.

- Ensure that all new patients are registered onto the computer system promptly and accurately, this should be on the same day that they attend the practice to register.
- Using your own judgment and communication skills to ensure those patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Be aware of your surroundings and of the patients in the waiting room. Be aware of which doctors and nurses are currently working in the building and whether they have arrived for their clinics.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls as required. Be polite and helpful at all times. Deal appropriately with agitated or verbally abusive patients.
- Work with any keyworkers that patients have (with their consent) to help them access the service, appointments and prescriptions.
- Ensure that you provide an efficient, professional and detailed handovers.
- Action repeat prescription requests and ensure that they are ready for collection by the patient as per repeat prescription policy, including correspondence with pharmacies where necessary.
- Participate on a daily basis in managing tasks management to ensure that tasks are kept up to date at all times.
- Actively participate in Practice Training to ensure you provide a high level of service for the practice. This will mean you need to attend a training session outside of your normal working hours. You will be expected to do this to ensure that the safety of patients and the Practices adherence to the NHS Contract is achieved.
- Process patient notes and correspondence.
- Retrieve and re-file records as required.
- Ensure correspondence, reports, results/scanned etc are filed promptly
- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
- When last to leave at the end of the day, ensure that the building is totally secured.
- Undertake any other additional duties appropriate to the post as requested by the Doctors, Nurses or the Practice Manager.

**PERSON SPECIFICATION**

<p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"> <li>• Experience of reception duties</li> <li>• Experience of dealing with patient enquiries and requests</li> <li>• Experiences of making and managing appointments, including walk ins</li> <li>• Experience of registering patients</li> <li>• Experience of the prescription process</li> <li>• Experience of using SystemOne</li> <li>• Experience of frontline work with homeless people</li> </ul> <p><b><u>Knowledge:</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge of local NHS facilities</li> </ul>	<p>Important Essential Important</p> <p>Important Important Desirable Desirable</p> <p>Important</p>
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<p><b><u>Skills/Abilities:</u></b></p> <ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Excellent communication skills</li> <li>• Ability to work independently</li> <li>• Basic IT Skills</li> <li>• Willingness to undertake varied roles within the team</li> </ul> <p><b><u>Personality/Disposition:</u></b></p> <ul style="list-style-type: none"> <li>• Enthusiastic and flexible</li> <li>• Warm and friendly</li> <li>• Non judgemental</li> <li>• Challenges discrimination</li> <li>• Sensitive and empathetic</li> </ul>	<p>Essential Essential Essential Essential Essential</p> <p>Essential Essential Essential Essential Essential</p>
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