

# Water Meadow Surgery

## Patient Services Administrator

### job description and person specification

<b>Job Title</b>	Patient Services Administrator
<b>Line Manager</b>	Reception Supervisor
<b>Accountable to</b>	Assistant Practice Manager
<b>Hours per week</b>	37.5
<b>Hours of work</b>	Mon-Fri 9.00am to 5.30pm (lunch one hour)
<b>Grade</b>	Level 2
<b>Pay</b>	£17,662 pa (£9.03/hour)
<b>Pension</b>	14.38% employer contribution

#### **Job Summary**

To support the practice clinical team by signposting patients to the appropriate healthcare professional or service, working as part of the practice's multidisciplinary team. The care navigator will also be expected to undertake reception duties as part of the role, supporting the administrative team in delivering a polite and professional service to the entitled patient population.

#### **Primary Responsibilities**

The following are the core responsibilities of the post. There may be, on occasion, a requirement to carry out other tasks; this will be dependent on factors such as workload and staffing levels:

- a. Act as a care navigator for patients
- b. Answer incoming phone calls
- c. Taking patient symptoms for appointment requests
- d. Taking messages for doctors
- e. Transferring calls or dealing with the callers' requests appropriately
- f. Process and effectively signpost patients to the appropriate healthcare professional depending on the presenting condition
- g. Contact patients and external agencies on behalf of the doctors
- h. Enter patient date on clinical system
- i. Registering temporary patients as required
- j. Manage all queries as necessary in an efficient manner
- k. Maintain a clean, tidy, effective working area at all times
- l. Monitor and maintain the reception & waiting area and noticeboards
- m. Support all clinical staff with general tasks as requested

#### **Secondary Responsibilities**

In addition to the primary responsibilities, the Care Navigator may be requested to:

- a. Support administrative staff, providing cover during staff absences
- b. Complete opening and closing procedures in accordance with the duty rota
- c. Order and monitor stationery supplies

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<b>Person Specification - Receptionist</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification		✓
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative duties		✓
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
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	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills		✓
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker		✓
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core hours on occasion	✓	
Disclosure Barring Service (DBS) check		✓

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.