

PERTH & SCONE MEDICAL GROUP

Medical Receptionist/Administrative Assistant

30 hours weekly (Monday – Friday)

We are currently looking for an experienced and person centred Receptionist/Admin Assistant to join our busy team at Perth & Scone Medical Group.

The post will be Monday to Friday (over 5 days) and the flexibility to work the contracted hours at variable times during the practice opening hours of 7.45am – 6.00pm will be an essential requirement, although this particular post will be mainly between the hours of 12.00pm – 6.00pm.

The successful candidate will be expected to work at both of our sites (Taymount and Scone Surgeries).

Previous General Practice experience is not essential as on the job training will be provided although previous employment in a medical environment would be advantageous.

Good IT, communication and interpersonal skills are essential to this challenging role. The successful candidate should be confident but empathetic in nature. They will be expected to work well under times of pressure.

They should have at least 2 years experience of working in a fast paced, public facing administrative role and as such, will possess excellent time management skills as well as a keen eye for detail.

Please apply **(with CV)** to: Mrs Lyn Williamson
Practice Manager
Taymount Surgery
1 Taymount Terrace
Perth
PH1 1NU

Email applications: lyn.williamson@nhs.scot

Closing date: Friday 19th August

Website: www.perthandscone.co.uk

JOB DESCRIPTION

Job Title:	Receptionist/Administrative Assistant
Accountable to:	Practice Manager Admin Team Leader
Job Summary:	To provide the practice with an efficient and effective administrative support, and provide a courteous and caring service at all times to patients and visitors to the practice.
Salary:	Starting salary - £19833 (pro rata)
Hours of Work:	30
Location of Work:	Taymount & Scone Surgery

PRINCIPAL DUTIES

Reception:

- 1.1 Provide an efficient, caring and courteous telephone and reception service to all patients and visitors to the practice.
- 1.2 Receive and record appointment requests onto computer system in accordance with practice policy.
- 1.3 Receive and record home visit requests using the computerised home visiting system in accordance with practice policy.
- 1.4 Answer general enquiries and explain practice procedures and policies as necessary and as appropriate.
- 1.5 Receive and record incoming messages using the computerised messaging system in accordance with practice policy.
- 1.6 Receive and record messages for District Nurses and Health Visitors using the computerised messaging system in accordance with practice policy.
- 1.7 Ensure system for transferring out-of-hours calls is operational before leaving the premises.
- 1.8 Assist patients to navigate health services both internally to the practice and also externally to other healthcare providers where appropriate to do so

Administration:

- 2.1 Ensure input of appropriate data on computer in accordance with practice policies and procedures.
- 2.2 Ensure all incoming hospital mail is scanned and routed to the appropriate healthcare professional in accordance with practice policy.

- 2.3 Ensure that all results received in the practices are scanned and routed to the appropriate GP in accordance with practice policy.
- 2.4 Ensure that all the relevant administration message columns on the computer are checked and dealt with regularly throughout the day in accordance with practice policy.
- 2.5 Ensure that new patient medical records received in the practice are processed in accordance with practice policy.
- 2.6 Ensure that all incoming mail to the practice is scanned and circulated to the appropriate personnel promptly and efficiently.
- 2.7 Ensure that all systems and procedures are managed in accordance with practice policy.
- 2.8 Receive and process repeat prescriptions in accordance with practice policy.
- 2.9 Process requests from external organisations requesting information regarding patients or their medical records as per the legal requirements for doing so.
- 2.10 On direction from and under the supervision of the administrative Team Leader, carry out duties appropriate to the role and in accordance with practice policy.
- 2.11 Processing of correspondence with secondary care and other external organisations.

The above list of duties is not comprehensive but is intended as a general guide. Duties may vary subject to the introduction of revised procedures or new technology

The particular duties, responsibilities and hours of work attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Person Specification: Medical Receptionist/Admin Assistant

Criteria	Essential	Desirable but not essential
Experience	At least 2 years previous experience in a customer focused reception/administrative role	Previous experience in general practice or other medical environment
Knowledge & Skills	Sound working knowledge of Microsoft applications IT proficient	Vision or other clinical system experience Medical Terminology Proficient in audio typing
Qualifications	National qualification pass in English and Maths	HNC or similar qualification gained in secretarial/administration studies
Personal Qualities	Excellent Team Player as well as able to use their own initiative Possess excellent communication skills Possess good time management skills Understands the need for discretion and patient confidentiality at all times Self motivated and enthusiastic in their approach to the role Conscientious with an excellent eye for detail Can adapt well to change when required	Willing to respond to a range of challenges
Other	Flexibility within the working week as necessary to cover periods of holiday/sick leave Able to work well under pressure and to deadlines Friendly and warm in manner Empathetic and supportive to others Smart in appearance Resilient in nature	Driving Licence