# Draft Job description and person specification

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| **Job title** | Patient Services Team Lead |
| **Line manager** | Deputy Practice Manager |
| **Accountable to** | Business Manager |
| **Hours per week** | 37.5 |
| **Pay** | Dependent on experience, but between £13.50 and £14.50 per hour (£26,397.36 to £28,352.64pa) |

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| **Job summary** |
| To provide passionate, creative and efficient leadership of front-line patient services, predominantly through our reception team, ensuring all patient services duties are performed effectively and to the required standard, meeting the objectives of the practice.  To support the management team in promoting ED&I, SHEF, quality and continuous improvement, confidentiality, collaborative working, service delivery, learning and development, and to carry out other duties as directed by the management team. |

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| **Mission statement** |
| The Medical Centre (Pencoed/Llanharan) is committed to provide an excellent and efficient primary care service, delivered by a creative, focussed, energetic, well-trained and supportive practice team, in order to improve the health and wellbeing of patients. |

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| **Generic responsibilities** |
| All staff at The Medical Centre have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.  All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others, and to cooperate with employers to ensure compliance with health and safety requirements.  All personnel are to comply with the:   * [Health and Safety at Work Act 1974](https://www.hse.gov.uk/legislation/hswa.htm), * [Environmental Protection Act 1990](https://www.legislation.gov.uk/ukpga/1990/43/contents), * [Environment Act 1995](https://www.legislation.gov.uk/ukpga/1995/25/contents), * [Fire Precautions (workplace) Regulations 1999](https://www.legislation.gov.uk/uksi/1999/1877/contents/made) * [Coronavirus Act 2020](https://www.legislation.gov.uk/ukpga/2020/7/contents/enacted) * Other statutory legislation which may be brought to the post holder’s attention.   **Confidentiality**  This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.  It is essential, if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.  **Quality and Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but of how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  The Medical Centre continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  At The Medical Centre, you will be required to complete the induction programme and the practice management team will support you throughout the process.  **Learning and development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed by their line manager. It is an expectation for the post holder to assess their own learning needs and undertake learning as appropriate.  The post holder will undertake mentorship for team members, and disseminate learning and information gained to other team members, to share good practice and inform others about current and future developments (e.g., courses and conferences).  The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments, and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working, while working effectively with others to clearly define values, direction and policies impacting upon care delivery.  Effective communication is essential and all staff must ensure they communicate in a way which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.  **Managing information**  All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care, and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The postholder must adhere to the information contained within the organisation’s policies and regional directives, ensuring protocols are always adhered to.  **Security**  The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.  Under no circumstances are staff to share the codes for the door locks with anyone, and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and passwords are not to be shared.  **Professional Conduct**  All staff are required to dress appropriately for their role.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure that all of their staff are afforded the opportunity to take a minimum of 20 days’ leave (pro rata) each year (plus pro-rata bank holidays) and are encouraged to take all of their leave entitlement. |

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| **Primary key responsibilities** |
| The following are the core responsibilities of the Patient Services Team Lead. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.  The Patient Services Team Lead role is embedded within the reception team and is responsible for:   1. Being a passionate advocate for excellent patient service, leading the reception team by example 2. Overseeing the reception team and its various functions, ensuring reception staff achieve their primary responsibilities efficiently and effectively 3. Maintaining excellent communication across the reception team and across all sites 4. Line managing all reception staff, supporting staff development, providing guidance and direction, ensuring staff are up to date with mandatory training 5. Providing ‘hands-on’ support for reception team as required 6. Compiling reception rotas in order to provide effective patient services with the resources available 7. Completing reception staff appraisals as required 8. Identifying and delivering team training where required 9. Compiling information on local services to improve signposting options for patients 10. Proactively support management team to help convey relevant surgery information and service updates to patients across our communication channels (SurgeryApp, website, Twitter, etc.) 11. Reviewing and updating all administrative and reception policies and procedures as required 12. Supporting the management team in the compilation of practice reports and the practice development plan 13. Developing, implementing and embedding efficient office processes and procedures to adhere to existing legislation 14. Coordinating the provision of temporary reception staff, ensuring sufficient cover is provided for periods of leave and other staff absences 15. Updating the GP appointment system, including the reflection of leave and other approved absences 16. Providing initial guidance and advice to patients who wish to verbally provide feedback (comments or concerns) 17. Overseeing all deliveries to the practice, ensuring adherence to the cold chain policy as necessary 18. Acting as building fire marshal, ensuring evacuation lists are current and that the visitors’ log is used appropriately |

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| **Secondary responsibilities** |
| In addition to the primary responsibilities, the Patient Services Team Lead may be requested to:   1. Deputise for the deputy practice manager during periods of absence 2. Support deputy practice manager in preparation of GP rotas 3. Partake in audit as directed by the audit lead 4. Coordinate and produce meeting agendas and record the minutes of meetings 5. Support the management team in the maintenance of the practice website and social media accounts 6. Monitor and promote the use of the Friends and Family Test 7. Champion continuous improvement, encouraging staff to participate and make suggestions for CI initiatives 8. Assist with GP contract (QAIF/QIF) targets |

The person specification for this role is as detailed:

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| **Person specification – Patient Services Team Lead** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to A-level/equivalent or higher, with relevant experience |  |  |
| GCSE English (C or above) and at least three others |  |  |
| AMSPAR qualification |  |  |
| NVQ Level 2 in Health and Social Care |  |  |
| Leadership and/or management qualification |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public |  |  |
| Experience of working in healthcare/general practice reception |  |  |
| Experience of administrative duties |  |  |
| Experience of working in a healthcare setting |  |  |
| Experience of leading/managing a team |  |  |
| Experience of providing appraisal writing and staff development |  |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) |  |  |
| Strong IT skills (generic) |  |  |
| Clear, polite telephone manner |  |  |
| Competent in the use of Office and Outlook |  |  |
| EMIS/Vision user skills |  |  |
| Effective time management (planning and organising) |  |  |
| Ability to work as a team member and autonomously |  |  |
| Good interpersonal skills |  |  |
| Problem solving and analytical skills |  |  |
| Ability to follow policy and procedure |  |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident |  |  |
| Flexible and cooperative |  |  |
| Motivated |  |  |
| Initiative and judgement (knowing when to ask for help) |  |  |
| Forward thinker |  |  |
| High levels of integrity and loyalty |  |  |
| Sensitive and empathetic in distressing situations |  |  |
| Ability to work under pressure |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours |  |  |
| Disclosure Barring Service (DBS) check |  |  |
| Maintain confidentiality at all times |  |  |

Notes:  
  
The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing, duties, to enable the efficient running of the organisation.