

# Job Description Tomintoul Surgery

**Title:** Part-time Administrator/Receptionist  
**Accountable to:** Practice Manager

## Job Purpose

- To support the Practice in delivering Primary Health Care Team duties and to provide service to patients and visitors to the Practice.
- Our primary aim is to provide high quality patient care in a professional, confidential and non-judgmental manner.
- Key admin functions:
  - **Care Navigation** – signposting patients to the most appropriate service or appointment
  - **Call handling** – answering and directing calls as necessary.
  - **Data entry** – entering clinical data into Vision Clinical System as per agreed protocols.
  - **Enquiries** – answering all patient enquiries including test results, appointments, prescriptions etc. Dealing with doctors' requests for information or records.
  - **Docman filing & workflow** – some electronic filing and routing of letters and results.
  - **Front desk** – care navigation and answering queries regarding appointments, prescriptions etc.
  - **Dispensary** – electronic medicines management using Pharmacy Manager and receiving delivery of medicines daily, checking and stocking dispensary
  - **Prescriptions** – accuracy in preparing prescriptions for doctor's checking & signing, according to practice policies, patient requests and patient medication history.

## Key Responsibilities

The following competencies are desirable but training will be provided where necessary.

- To deal with all front desk activities with patients and the public efficiently and professionally; checking in, making appointments or any other enquiry required at first point of contact.
- To keep up to date with practice procedures and changes with these to enable efficient use of medical and nursing time appointments.
- To manage calls at an Admin position efficiently; dealing with any patient request or enquiry, actively listening and taking down messages accurately and recording according to training and practice procedures.
- To use the practice computer systems according to training and to adhere to the practice security and confidentiality policy and carry out data entry according to the instructions of the practice.
- To undertake procedures for all Admin procedures effectively, and to access and compile medical records, file letters, results or any other documentation completely, accurately and according to practice training and procedures.
- To action requests for prescriptions or certificates.
- To work flexibly with the other members of the team in meeting the needs of the practice patients.
- To liaise with the Admin Staff in Dufftown for support with any difficulties in performing tasks, procedures or communications and for further training where necessary.
- To participate and develop as a member of the Rinnes Team by taking part in practice audits, setting practice standards and protocols and attending practice meetings and training sessions.
- To keep a tidy working area and environment as part of your daily routine.

**This Job Description is not exhaustive and duties will vary according to the needs of the Practice**

**Person Specification  
Tomintoul Surgery**

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**E = Essential, D = Desirable**

<b>Criteria</b>	<b>Standard</b>	<b>E / D</b>	<b>Measured by</b>
<b>Work experience</b>	Previous office administration experience Reception experience in a medical practice Word Processing Telephone experience – managing call demand Experience of working as part of a team	E D D D E	Application form/Interview/References
<b>Knowledge &amp; skills</b>	IT skills I Keyboard skills Literacy skills Organisations / prioritising Use of clinical computer system for general practice Use of Docman scanning and filing program Telephone and call handling skills Ability to produce accurate work to high deadlines Ability to clearly communicate in writing and orally Ability to prioritise tasks and work under own initiative Process & prepare patient's medication	E E E E D D D E E E D	Application form/Interview
<b>Communication</b>	Communicates well with public and colleagues Ability to manage conflict and challenging situations Evidence of acute listening skills Evidence of learning through reflection Able to work flexibly in response to varying workload Works well as part of a team	E E E E E E	Interview/References
<b>Complexity and Creativity</b>	Ability to solve problems within area or work/knowledge Ability to work with a wide variety of tasks Ability to apply set procedures Accurate and thorough approach	D E E E	Interview/References
<b>Flexibility</b>	Flexible working Interest and aptitude for learning new skills Interest and aptitude for taking on new challenges	E E E	Application form/Interview/References
<b>Judgement and Decision Making</b>	Comfortable working to agreed objectives Ability to work without supervision Ability to make decisions within defined procedures/legislation	E E D	Application form/Interview/References
<b>Special Requirement</b>	Working knowledge of data protection act and confidentiality	E	form/Interview/References