

JOB DESCRIPTION

JOB TITLE: SITE COORDINATOR

REPORTS TO: RECEPTION MANAGER

HOURS: Min 30 hours per week – (Job share would be considered)

Job summary:

- **To support the management team and staff by providing a central point of contact.**
- **To assist in optimising communication between management and staff across all sites.**
- **To assist the management in ensuring the smooth running of the Lewes and Ringmer Surgeries**
- **Be an active member in the receptionist role, answering the surgery phones and manning the front desk**

Job responsibilities:

- Organising and facilitating Reception and Care Coordinator daily task rotas
 - Induction and training of new reception staff
 - Trouble shoot daily issues that affect the smooth running of the Surgeries
 - Trouble shoot minor IT issues and report major issues to the IT Lead
 - Monitor staff performance and telephone productivity, reporting on call statistics to reception manager.
 - Listen to calls and use call listening material to help with staff monitoring and progression
 - Second point of contact for all staff who are unable to attend work due to ill health or any other unplanned reason.
 - Support Reception team at site and be the first port of call for complaints or issues are raised with patients. Escalate when appropriate to the management team.
 - Liaise with all site coordinators when a member of staff has reported they are unable to attend work and to assist in contacting replacement staff
 - Liaise with the Reception Manager if a member of the clinical team is unable to attend work and to assist in reorganising patient appointments as necessary
 - Liaise with all other Site coordinators to assist the management team to ensure procedures and protocols are in line and demonstrate best practice
 - Meet quarterly with Heads of Department from the other sites to assist the management team to ensure procedures and protocols are in line and demonstrate best practice
 - First point of contact for issues relating to the buildings and amenities
 - Liaise with Maintenance Lead with respect to procurement of utility service providers and any building issues.
 - Assist the PCN Manager in building related CQC compliance
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Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
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- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
 - Discuss with other members of the team how the policies, standards and guidelines will affect own work
 - Participate in audit where appropriate
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