

JOB DESCRIPTION

JOB TITLE: Patient Services Team Leader

ACCOUNTABLE TO: Patient Services Manager

HOURS OF WORK: 37 per week
Monday to Friday flexible to meet business demands

The Practice Philosophy is:

- Comprehensive patient-centred care.
- Welcoming environment for patients
- Well motivated, caring and efficient team

AIMS OF THE POST:

To work closely with the current Team Leader, Patient Services Manager and deputy, to assist them in providing highest possible quality of care and most efficient service to patients, and staff. This role will involve a close working relationship with the current Team Leader, deputising for one another when needed.

You will be expected to work within the team, to ensure the efficient day to day running of the reception and admin offices, including the call room, reception desk and waiting area, by taking responsibility for the immediate supervision, guidance, motivation and organisation of the Patient Services Team and procedures.

Good communications are extremely important within the Practice, with patients and with outside agencies. The ability to remain calm under pressure in a busy environment, whilst maintaining a professional, empathetic, respectful manner, is essential.

You are expected to help ensure that everyone who comes into contact with the practice holds it in high regard. Absolute discretion is required in protecting confidentiality.

You should be able to be able to take direction, adapt to change and have flexibly to cover Practice hours and/or to plan or cover holiday gaps and absences by other members of the team. The role of Team Leader is likely to evolve and to change from time to time to reflect changes in the Practice or developments in the wider NHS.

Major duties and responsibilities of the post:

Measurements for competences which you should be aiming to achieve and which will be continuously reviewed are in shown below this list, which is not exhaustive.

1. Support and deputise for the Patient Services Manager and Deputy.
2. Supervise reception/admin staff in all office areas; call room, office and front reception.
3. Supervise monitoring of patient waiting rooms.
4. Work within the Patient services team; receive and make telephone calls, send tasks, respond to 'Footfall' and Docman workflows as required by patients, colleagues and outside agencies.
5. Be approachable and supportive to provide first point of contact for patient and team queries taking ownership to follow through to resolution. Stepping in to deal with

- patients queries directly when necessary, to support junior staff and colleagues. **But using common sense to ask for advice rather than take clinical risk.** Not to become too distanced from the team.
6. Ensure that patients who need urgent consultations are dealt with appropriately.
 7. When necessary, deal with complaints promptly, professionally, with empathy and following Practice protocol
 8. Ensure your communications and those of the team are professional and sent following set protocols
 9. Manage and publish team rotas in a timely manner to ensure all rota positions are covered, giving sufficient notice of changes to staff. Reporting all sickness to line managers.
 10. Management of the hub availability, ensuring that our capacity is accurate and auditing regularly to ensure the correct amount of slots are taken.
 11. Publication of the daily planner
 12. Producing the timetable of team meetings, ensuring that there are a variety of meetings and meetings are informative and interesting. Producing a weekly agenda and minutes for these meetings.
 13. Provide support to clinicians and the wider team, generally both in a gatekeeping and admin functions.
 14. Work with the Patient Services Manager to identify areas for improvement and learning points.
 15. Ensure that working areas and patient waiting rooms are kept clean, tidy, presentable and up to date at all times. You must any report and health and safety breaches to the Patient Services Manager.
 16. Ensure Practice protocols are adhered to, staff are keeping protocols up to date making any amendments required.
 17. Follow practice procedures to ensure General Data Protection Rules and security policies are met at all times. Maintaining confidentiality of information (written/electronic/oral) at all times, inside and outside of workplace.
 18. Follow procedures to comply with Health and Safety standards, including COSHH where appropriate to ensure the safety of staff, patients, visitors and premises.

ROLE COMPETANCY MEASUREMENT GUIDE

Very Good	Good	Needs Improvement
<p>Confidently deals with matters in a highly professional manner, following through to resolution and indicating learning points for the team</p> <p>Works closely with the deputy and patients services manager to identify any issues</p>	<p>Checks patient details against data base as a matter of course.</p> <p>Is able to direct team members and achieve results</p> <p>Acts as the first point of contact for the patient services team in the call room</p>	<p>'Customer Service' skills still need work.</p> <p>Not confident dealing with difficult patients</p> <p>Unable to diffuse difficult situations</p> <p>Refers onto other staff too</p>

<p>and brings forward solutions</p> <p>Provides support to staff and patients in a kind, caring and empathic manner.</p> <p>Confident to deal with difficult patients</p> <p>Able to diffuse difficult situations</p> <p>Demonstrates excellent staff management; In the absence of managers, when supervision and efficiency is maintained.</p> <p>Identifies when there is a need to step in to support others and takes action to provide this.</p> <p>Demonstrates skill to triage/signpost, reporting actions to clinical staff if any concern re clinical risk.</p> <p>Maintains an overview of all clinics and steps in early to support clinical staff.</p> <p>Proactive to bring forward agenda items and take team meetings.</p> <p>Task messages are comprehensive and actions already taken clearly documented.</p> <p>Receives positive feedback from colleagues.</p> <p>Uses initiative to manage difficult or rare situations.</p> <p>Gives strong leadership and direction to the team and leads by example</p>	<p>and at the front reception.</p> <p>Identifies when there is a need to step in and support others and steps in to assist team members when asked.</p> <p>Responds to queries independently and feeds back relevant information.</p> <p>Knows when to seek help.</p> <p>Task messages are comprehensive.</p> <p>Liaises with the Patient Services Manager and deputy to ensure adequate cover of reception by suitably qualified staff.</p> <p>Confident to deliver induction and ongoing training.</p> <p>Demonstrates fairness when dealing with staff conflict, allocating tasks or rota positions.</p> <p>Even though not able to meet all needs the patient is left reassured, if not happy</p> <p>Ensures all admin references, forms and provisions etc., provided by the team are up to date, fully stocked and available. This includes master copies, registration packs, sampling materials etc.</p> <p>Act up to keeps the day to day running of the team in place during the absence of the managers.</p> <p>Is confident to bring forward agenda items, take part in team meetings and take the lead in the absence of the managers.</p> <p>Is aware of pressures on other departments and takes steps to support.</p> <p>Works well independently and as part of a team</p>	<p>soon</p> <p>Not demonstrating ability to supervise or support colleagues.</p> <p>Avoids dealing with more challenging staff issues or patient queries.</p> <p>Task messages are poor with vital information absent.</p> <p>Tasks not signposted to the correct teams</p> <p>Does not check patient details at onset.</p> <p>Fails to refer to protocols and information provided to assist appointment booking.</p> <p>Is unable to work as part of a team and/or is unable to work autonomously</p> <p>Delegate responsibility to other team members without attempted to meet patient's needs.</p> <p>Fails to feedback to line managers</p> <p>Is unable to speak up in team meetings</p> <p>Is not competent to use telephone reporting systems</p>
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1. To ensure that the required patient information is recorded on computer (and where necessary in the notes), accurately and promptly. This process is controlled by the EMIS Web computer system.
2. To demonstrate ability to use EMIS web, Microsoft Outlook, DOCMAN, Microsoft Word and Excel and other programmes and software as required.
3. Use telephone system reporting systems (OAK) to measure outcomes, monitor individual work rates, report trends or make recommendations to increase efficiency and call response rates.
4. To take on other duties, as demand required and as appropriate for this post.

ROLE COMPETANCY MEASUREMENT GUIDE

Very Good	Good	Needs Improvement
Proficient in computer use and able to train others Able and willing to easily learn new systems and train others Identifies issues and proposes solutions. Anticipates need, provides clear feedback, reports and updates to colleagues Is proactive, using telephone report systems to ensure efficiency and confident to make recommendations Demonstrates a strong commitment to the Practice	Competent in computer use Able to learn new systems and software Able to easily navigate Knows when and where to seek help Provides information when requested. Meets deadlines to review and report on Telephone system. Is competent in the role and looks for development	'Computer' skills still need work. Not confident dealing with systems and software Unable to navigate easily Refers to other staff too early Has to be reminded to carry out training modules Is unable to assess and prioritise

Signed on behalf of the practice:

Date:

(Print Name: _____)

Signed by employee:

Date:

(Print Name: _____)

Person specification

	Must have	Desirable
Previous experience in a similar role	√	
Experience in dealing with general public	√	
Positive can do attitude	√	
Friendly and approachable, with excellent communication skills	√	
Flexible and professional	√	
Team Person	√	
Able to work desired times and flexible enough to work extra to meet business needs	√	
Excellent word processing and IT skills, including Microsoft word and excel	√	
Ability to support, to delegate, whilst stepping in where needed	√	
Experience in dealing with complaints through to resolution	√	
Desire to support others in development	√	
Demonstrates a want for professional development	√	