[Hillcrest Surgery](https://elmhayessurgery.co.uk/" \o "Elm Hayes Surgery)

Wellow Lane, Peasedown St John, Bath BA2 8JQ

 Tel: **01761 434469**

**bswicb.reception.hillcrest@nhs.net**

Current Job Opportunities and Vacancies

We have a friendly, enthusiastic industrious team and we need your help!

If you are confident and enjoy helping people please check out our current job opportunities! We advertise on our website, on Indeed, NHS Jobs and our Facebook page.

**We have vacancies!**

**Reception and administration assistant**

(Job will close when we find a right person!)

HOURLY RATE: £10.63

HOURS: 22.5

Core hours are 08:00 - 19:30 on Monday, and 08:00 - 18:00 Tues-Fri.

(may include occasional Saturday mornings)

There will be a regular shift pattern, however overtime cover for holiday or sickness may be required.

SHIFT PATTERN: (all breaks are paid)

* Monday 8:00 – 2:30 (6.5 hours with 20-minute coffee break)
* Wednesday 1:00 – 6:30 (5.5 hours with 20-minute coffee break)
* Friday 8:00 – 6:30 (10.5 hours 1 hour lunch break)

The post holder will have wide ranging responsibilities, including telephone work, triage, and administrative duties. Some experience in a Healthcare setting would be desirable, although not essential.

The postholder will use excellent communication skills to impart information between patients, and members of the practice team. A willingness to help patients, the business and support other team members is fundamental to this position!

The post holder will:

* Maintain excellent patient services.
* Keep abreast of their mandatory training
* Contribute to the practice strategy; highlight problems and develop ideas for future practice development
* Accept and support changes within the NHS
* Develop and maintain effective communication both within the practice and with relevant outside agencies
* Support your colleagues and be a valued member of the team
* Follow practice protocols and procedures
* Attend practice meeting and contribute as required
* Recognise people’s needs for alternative methods of communication and respond accordingly
* 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
* 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

Apply with CV to **Hannah Holland (Deputy Practice Manager)**

[hannahholland@nhs.net](mailto:hannahholland@nhs.net)

Please make contact if you have any questions or you would like to take a look around. We’ll hear from you soon.

**All Jobs at our surgery will involve the following responsibilities (training will be given):**

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| **Infection Control:** |
| 1.    All practices regard infection control as an essential requirement in the provision of a safe service to all its patients.  2.    All members of staff will be expected to follow practice policies in relation to infection control.  3.    Staff have a duty to make themselves aware of the policies and how they affect their practice. |
| **Confidentiality:** |
| 4.    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  5.   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  6.    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 (& Safeguarding):** |
| 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, to include:  1.    Using personal security systems within the workplace according to practice guidelines  2.    Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks  3.    Making effective use of training to update knowledge and skills  4.    Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards  5.    Reporting potential risks identified.  6.    Keeping up to date with and following Safeguarding procedures to keep patients and staff safe. |
| **Equality and Diversity:** |
| The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:  1.    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  2.    Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues  3.    Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights. |
| **Personal/Professional Development:** |
| In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that your professional development requirements are met, the post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:  1.    Participation in an annual individual performance review (known as an appraisal), including taking responsibility for maintaining a record of own personal and/or professional development  2.    Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work  3.    Complete all mandatory training within required deadlines |
| **Quality:** |
| The post-holder will strive to maintain quality within the practice, and will:  1.    Alert other team members to issues of quality and risk  2.    Assess own performance and take accountability for own actions, either directly or under supervision  3.    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  4.    Work effectively with individuals in other agencies to meet patients needs  5.    Effectively manage own time, workload and resources. |
| **Communication:** |
| The post-holder should recognise the importance of effective communication within the team and will strive to:  1.    Communicate effectively with other team members  2.    Communicate effectively with patients and carers  3.    Recognise people’s needs for alternative methods of communication and respond accordingly. |