Vida Healthcare is currently looking for a reliable and hard working person to join our team as a **Trainee Practice Coordinator**.

Do you:

* *Relish a challenge?*
* *Believe in the abilities of those around you?*
* *Have the ability to lead and inspire others?*
* *Apply yourself to solving challenging problems?*
* *Enjoy learning new things and putting them into practice?*
* *Want to learn more formal management techniques with CWA?*

The role will predominantly be based at **The Hollies Surgery in Downham Market**. However there is the potential of working at all other Vida sites. Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, with the ability to achieve targets then you could be just the person we are looking for.

You will be responsible for providing a high quality service to all of our patients with the ability to lead and inspire others and apply yourself to solving challenging problems within a Primary care environment. In addition, you will be offering an excellent standard of support to all clinical and practice staff, ensuring good quality service delivery, confidentiality with patient satisfaction a priority.

Our Receptionists and Administrative team are at the heart of our organisation and are the point of access for the Community we serve. We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication and excellent attention to detail.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

To apply please send your CV to Anya Payne at [anya.payne@nhs.net](mailto:anya.payne@nhs.net) and Sarah Hill at [sarah.hill3@nhs.net](mailto:sarah.hill3@nhs.net)

**Job Description**

**Trainee Practice Coordinator**

Responsible To: Operation Management Team

Accountable To: Head of People and Governance

Duties and Responsibilities:

*In the role of a Trainee Practice Coordinator you will ensure that all customer service areas of the Practice run smoothly. You will ensure that a high level of service is provided to patients, doctors, nurses and other members of the Practice team.*

* To maintain a professional and effective receptionist service to patients.
* To supervise the daily running of the surgery - working at a continuously high pace under pressure to deliver high levels of accuracy.
* To ensure the support teams carry out their duties as agreed with them through your regular performance management of team members.
* To organise the doctors rotas, including authorising doctor holidays (in accordance with the agreed rules) and organise cross-cover when required.
* To keep an eye on work build up for clinicians during the day and liaise with doctor on call regarding solving or reducing ‘hot spots’.
* To ensure site records and checks are kept as required by the organisation in line with CQC requirements.
* To set and approve annual leave allowances for all administrative team members on site.
* To record sickness for all team members on site, utilising the intranet tool. Additionally, to refer staff to Head of People and Governance for a ‘return to work interview’ following sickness absences – or to hold these yourself if sickness absence history is below agreed threshold.
* To look after the general facilities issues as they arise, reporting matters and liaising with Head of Patient Services and Performance.
* To organise site events such as leaving parties etc.
* Helping with promotional events.
* To check efficiency of service and inform the appropriate head of function if there is a delay in patient access, shortage of appointments, etc.
* To organise staff working patterns to ensure that the day-to-day routines are covered appropriately.
* To develop and support – ‘direct, guide, coach and delegate’ – new members of the reception team and support any additional training needs of all staff.
* To appraise team members on an annual basis with support and training from the Head of People and Governance.
* To use appropriate management styles in order to keep the team well motivated – with the support of the Head of People and Governance.
* To communicate effectively – two way – with all team members, utilising ‘team brief’ and other communication tools, so that the team feedback that they feel knowledgeable about what is going on in Vida Healthcare.
* To performance manage staff whose performance dips to an unacceptable level, using observed behaviours and constructive feedback.
* Lead on staff interviews and appointment documentation.
* Other HR duties in support of the Head of People and Governance – as required.
* To assist with front-line duties according to demand.
* Handling complaints (from both staff and patients), with the support of the Head of People and Governance.
* To support patients who may have a problem or complaint and offer viable solutions to them.
* Financial responsibilities – manage Petty Cash and reconcile this monthly using the intranet tool.
* Ordering stock (where applicable) and checking and signing stock invoices.
* To support and deliver a complex appointments system in a large office with many interruptions.
* To deal with all information sensitively and in accordance with confidentiality guidelines.
* To undertake basic prescription administration training, to ensure queries are answered in the absence of prescription team colleagues.
* To travel in the locality to cover other surgeries, sometimes at short notice.
* To follow and comply with all policies and procedures, reporting concerns as appropriate.
* Fulfilling personal responsibilities for all matters relating to health and safety and risk management.
* Partake in any training indicated by the Head of People and Governance, as appropriate for personal and professional development.
* Other relevant duties, including projects, as agreed with the Practice Coordinator.

Due to the Practice’s commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

**Hours and Pay:**

Pay to be discussed with applicant at interview.

This role will be 30 hours per week. Whole time equivalent maybe considered with extra duties added.

We currently offer a staff Performance Related pay scheme, where up to 5% lump sum (based on annual basic pay) is payable following successful completion of team objectives. We also offer the option of a personal objective being set and delivered at appraisal, which would attract an additional 1% lump sum.

***Please Note – we have a 6 month probationary period for all new staff. It is an absolute priority that all new staff understand that it is an EXPRESS TERM in their Contract of Employment that a MINIMUM of four weeks’ notice MUST be given by either party, following the first month of employment. A Contract is the offer of a job role from us as the employer and the acceptance of that role by the employee. Simply put, that means that once you start working for us, you have a Contract of Employment.***

**Person Specification**

**Qualifications, Knowledge and Experience**

* Previous experience of working in a busy customer facing environment is required. Experience of this in a GP Surgery is preferable.
* Educated to GCSE level, with English being one of those GCSE passed, or two years working experience.
* NVQ in Customer Care (essential).
* Administration Qualification at NVQ 4 (desirable)
* Experience of reception and/or secretarial work (Desirable)
* Have good standard of written and spoken English.
* IT literate – able to produce MS Word documents and very basic Excel Spread Sheets.
* Dealing with customers (essential).
* Up to date awareness of the NHS (desirable).
* Previous Medical terminology training (desirable)

**Skills**

* Clear, polite spoken manner.
* Ability to work to deadlines.
* Have problem solving skills.
* Be smart, polite and confident.
* Have excellent planning and organisation skills.
* Have the ability to perform under pressure and work well within and leading a team.
* Be Self-motivated and flexible in terms of listening to and adopting the ideas of the team as appropriate.
* Be able to command respect and compliance from others without conflict – through use of tact and diplomacy.
* Demonstrable experience of communicating and liaising politely and positively with internal and external customers – face to face and on the telephone, whilst taking into account the confidential nature of the post. (essential).
* Able to maintain, input and monitor information on computer systems – such as SystmOne and Microsoft Office Applications (essential).
* Excellent time management – ie ability to work effectively to strict deadlines (essential).
* Able to make decisions under pressure whilst maintaining a positive communication style (essential).

**Behaviours**

* Be able to present an idea to a small group and present a credible case for the group to be persuaded in favour of the idea presented.
* Committed to excellence – ie driven to deliver a service of superior quality (essential)
* Ownership – willing to take on additional responsibilities to ensure a first class service is delivered (essential)
* Demonstrates commitment to fairness and equality (essential)
* Responsive and positive about change (essential)
* Be able to work both as part of a team and as an individual (essential)
* Able to accept direct instructions and to follow procedures(essential)
* Good organiser, and stays calm under pressure (essential)
* Be comfortable working with all levels of organisation (essential)
* Energy, resilience and flexible approach to work (essential)
* Sense of humour and sense of proportion (essential)

# Additional Requirements

* MUST be able to travel to geographical locations within the locality (essential)
* An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to users’ enquiries and requests (essential)
* An understanding, acceptance and adherence to the need for strict confidentiality (essential)

**Desirable Criteria**

* 2 years’ or more previous experience of supporting clinicians in a GP Practice or NHS setting – (or equivalent)

Please apply by email to [anya.payne@nhs.net](mailto:anya.payne@nhs.net) with full CV or application form.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.