**Patient Support Team Vacancies.**

Vida Healthcare are currently looking for reliable and hardworking people to join our experienced Patient Support Team. After full training is provided you will be assigned a main base however the position will be multi-site working and will be essential to cover all locations.

Candidates must have the flexibility to be available for anytime between 8am and 6.30pm, split by morning and afternoon sessions.

Experience within a customer service environment essential, and in a call-centre setting preferred. Experience within General Practice desired but not essential.

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:**

Full and part time hours will be considered – permanent position

£8.91 per hour

Vida Healthcare 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 apply by email to [anya.payne@nhs.net](mailto:anya.payne@nhs.net)

**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.

**Job Description**

* To maintain a professional and effective receptionist service to patients.
* To provide telephone and face to face access for patients to book, cancel and check appointments as per the patient’s request and to deal with customers in a calm and sympathetic manner, working at a continuously high pace under pressure to deliver high levels of accuracy.
* To support patients who may have a problem or complaint and offer viable solutions to them.
* 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 assist colleagues with all tasks, as required.
* 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 reception teams, sometimes at short notice.
* To be involved in demonstrating/ training any new or bank staff employed regarding the operating systems within the office.
* 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.
* To engage in customer services processes and policy to provide a high quality internal and external service standard
* Partake in any training indicated by the Practice Coordinator, as appropriate for personal and professional development.
* Other relevant duties, including projects, as agreed with the Practice Coordinator.

**Qualifications**

Required:

* Educated to GCSE level, with English being one of those GCSE passed, or two years working experience.
* Previous computer training and experience
* Ability to work effectively with others.
* Excellent organizational, time management, communication skills, and attention to detail.
* Ability to work with highly confidential information.

Preferred:

* Previous experience using SystmOne
* Entry level knowledge of emails and microsoft products.
* Previous experience of working within the NHS

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then one of these could be the ideal role for you.

You will be responsible for providing a high quality service to patients, across our practices. You can expect to be mentored and supported by the organisation, whilst you are empowered to deliver care and support.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

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 and commitment to quality of service delivery.

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.

Do you :

• Relish a challenge?

• Believe in the abilities in those around you?

• Have the ability to solve challenging problems?

• Enjoy learning new things and putting them into practice?

If you answer YES then this could be the ideal opportunity for you.

JOIN OUR PATIENT SUPPORT TEAM

About you:

Ideally you will have experience in general practice but full training will be provided for the right candidate. You will need to be able to demonstrate that you can work with changing priorities, be well motivated and reliable.

Main duties of the job:

You must be able to provide a focal point of contact between patients, doctors and all other staff.

You need to have the ability to use your own judgement, resourcefulness, common sense and local knowledge to respond to our patients’ enquiries and requests.

You will need to be able to demonstrate that you have an understanding to the need of strict confidentiality, willingness to take on additional responsibilities and have a good sense of humour!

About us:

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.

This is a fast paced environment and no two days are the same.

If you feel you have the appropriate experience, the personality and commitment to integrate well into the team, we would love to hear from you.