**Patient Support Team / Reception Vacancy.**

Vida Healthcare is currently looking for a reliable and hardworking person to join our experienced Patient Support Team. This position will be based at The Hollies Surgery in Downham Market, (however multi-site working may be essential).

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

Hours of work shall be 24 hours per week

Monday Off

Tuesday 10.00 – 18.30 (½ hour lunch)

Wednesday 08.30 – 18.30 (½ hour lunch)

Thursday Off

Friday 12.00 – 18.30

Experience within a customer service environment is essential and experience within General Practice is 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

**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.

Starting pay will be in line with current minimum wage.

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.

**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.