

Medical Receptionist /Administrator

We are a team of Mental Health Professionals with clinics based in Gosforth & Monkseaton, providing Psychotherapy, counselling, dramatherapy, training and wellbeing.

We are a small team of friendly and down-to-earth professionals and are looking for a Medical Mental Health Receptionist and Administrator to join us. This is an interesting and challenging role in a supportive environment. You will join us at a time of growth and development in the business.

Position details

- **Position title:** Medical Receptionist/Administrator
- **Position responsible to:** Business Director
- **Application deadline:** Sunday 8th October -11:59
- **Based:** Gosforth Clinic
- **Salary:** FT £20,020 Pro Rota 7.5 Hours a week £4,290
Contract Type: Permanent
- **Contract Hours:** 28 Hours a week, including a minimum of two evenings a week (over four days)
- **Start Date:** 7th November 2023

Key responsibilities

Duties

In accordance with the practice policies and procedures, the Medical Receptionist will:

- answer the telephone in a courteous and professional manner.
- receive and convey messages in writing, verbally and electronically.
- liaise with clients and their families in a compassionate manner.
- liaise with other professionals and staff.
- make appointments.
- scan and file documents.
- prepare documents.
- monitor stationery and/or clinical supplies and place orders as required or directed, maintaining a working supply at all times.
- book and organise staff diaries.
- participate in ongoing professional development.
- contribute equitably to maintaining the cleanliness of the practice and supplies.
- maintain practice standards.
- handle cash, card and other payments and adhere to practice billing policy.
- ensure the practice building and rooms are clean, tidy and accessible.
- perform other administrative duties.
- participate in the practice risk management and quality improvement processes.

- record incidents and near misses in line with practice policy.
- exercise duty of care including meeting practice standards and accountability.
- maintain client and practice confidentiality at all times.
- ensure the practice building and workspaces are conducive to a safe and practical work environment, including keeping them clean, stocked on products etc.
- work to clinical governance processes and standards.

Selection criteria

Essential

The Medical Receptionist will have:

- the ability to maintain a high level of professionalism and confidentiality.
- strong computer literacy.
- excellent communication skills, written and verbal.
- the ability to work independently, show initiative and work productively within a team environment.
- the ability to communicate with a range of people.
- First Aid training undertaken within the past three years or willingness to participate in training.
- Need a DBS.
- a current Working with Children Check.
- work rights in the UK.

Desirable

- previous experience in a medical reception or similar administrative position
- Be flexible to cover shifts.

Applying Online

Please apply online using the link. At <https://www.nextstepne.com/jobapplication>

Please let us know if you need any assistance from us to help with this application.