Are you an experienced and empathetic professional looking to play a vital role in primary care? Our busy and friendly **GP practice** is seeking a dedicated **Care Coordinator / Reception Manager** to join our team and ensure the smooth running of our front desk and patient care coordination.

This is an exciting opportunity to join our team and be responsible for the provision of services in a gp surgery, working as part of the practice mdt team, delivering care within their scope of the practice to the entitled population.

The role will be based across the main practice at Bedford Street Surgery and the branch site at Furzton Medical Centre and will include managing and supporting the reception and admin team to deliver high-quality, patient focused care. The role will support the management and clinical team and ensure the premises and protocols are monitored and updated.

You will be the key contact for patients and monitor and maintain the development and progress of the care navigators, with support from the supervisors. The role will support the management in audits and projects and require your attention to detail in coordinating care, addressing patient concerns and you will play a vital part in practice and mdt meetings.

The role requires someone with motivation and compassion who is able to deliver exceptional care, work independently and as part of a team, multitask and work calm and effectively under pressure.

If you think this role is for you and you have the experience required please submit your cv.

**Main duties of the job**

Manage and support the reception/admin team to deliver high-quality, patient-focused service.

Coordinate the provision of reception staff and rotas ensuring sufficient cover is provided for periods of leave and other staff absences, working seemlessly with the supervisors.

Oversee the coordination of patient appointments, follow-ups, and care navigation

Monitor the day-to-day running of reception and ensure efficient workflow. Act as a key point of contact for patients, clinicians, and external partners

Implement and monitor systems for triage using footfall and S1, undertake medical reporting and consent.

Support the clinical team and care coordination team in achieving QOF, IIF, and other performance targets.

Ensure compliance with CQC and NHS policies and procedures

Reviewing and updating reception procedures and pathways as required

Attend meetings and take and produce minutes and agendas

Support the management team in the compilation of practice reports and the practice development plan.

Carry out projects within designated timeframes to meet deadlines

Undertake staff reviews, training and appraisals.

35 hours per week - Competitive Pension and Salary based on experience - discussed at interview

Excellent development opportunities

Hours of working to be confirmed between the hours of 08.00am - 6.30pm Monday - Friday.

Job Type: Full-time

Benefits:

* Company pension
* Free flu jabs

Schedule:

* Day shift
* Monday to Friday

Work Location: In person

Please forward your CV and a covering letter to Tracy Blackmore, Practice Manager at [Tracy.Blackmore@nhs.net](mailto:Tracy.Blackmore@nhs.net)