Avonside Health Centre is a friendly Practice and patient care is at the forefront of everything we do. We are looking for a new Patient Coordinator to join our diverse team and help promote our values as a Practice; our mission statement is to provide the best possible healthcare service within the scope of our resources in a caring, confidential and courteous environment. As a Patient Coordinator you will often be the first point of contact for our patients, and the candidate must be person-centred and a team player with an eye for detail and accuracy.

We believe our team are our strongest assets, and as such we strive to provide a positive and supportive working environment. We offer a salary progression plan for this role (details below), membership of the generous NHS Pension Scheme, and we also provide access to an Employee Assistance Programme. This provides unlimited free confidential advice in a number of areas, such as legal and financial advice and online self-help resources, and also offers six free counselling sessions a year per employee.

To submit your application please send your covering letter and CV to [practice.manager@avonsidehc.nhs.uk](mailto:practice.manager@avonsidehc.nhs.uk) with the subject “Patient Coordinator Application”. The closing date for all applications is Friday 6th May 2022.

If you would like to make any informal enquiries please email the management team at [practice.manager@avonsidehc.nhs.uk](mailto:practice.manager@avonsidehc.nhs.uk)

**Patient Coordinator - £9.50 per hour rising to £9.88 per hour after successful completion of a six month probationary period. After 12 months employment this will increase to £10.11 per hour.**

Working hours:

* Tuesdays 8.15 to 18.00
* Wednesdays 13.00 to 18.00
* Thursdays 13.00 to 18.00
* Total Working Hours per week = 17.75 (overtime will be required to meet the needs of the Practice when needed e.g. annual leave/sickness cover)

As a Patient Coordinator in General Practice your responsibilities will be:

* Booking appointments with a variety of clinicians and Allied Health Professionals
* Processing registrations
* Processing medication requests
* Chaperone for clinicians when the HealthCare Assistant is not available
* Providing front-of-house reception services to patients, checking in patients and answering/resolving queries as needed both in-person and over the phone
* Dealing with inbound and outbound post as required
* Updating patient records as required

The ideal candidate must demonstrate a person-centred approach to their work, being approachable and able to work both in a team and individually.

For the full job description and person specification please click [here](https://avonsidehealthcentre.nhs.uk/downloads/avonside/Patient+Coordinator+Job+Description+&+Person+Specification+April+2022.pdf).