

Staff Organisation and Roles checklist

Specific members of staff should be nominated to do and/or supervise all major tasks, including:

- Reception and front office tasks such as greeting patients, making appointments, basic record keeping, receipting fees, mail, banking, petty cash
- Management-oriented tasks, such as recruiting and training staff, managing performance, writing policy, payroll, accounts, workplace health and safety, cleaning, office processes and systems
- Marketing, patient satisfaction measurement
- Financial management
- Specialist duties (e.g. those of a registered nurse).