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| **Job Title** | Medical Administrator  |
| **Salary**  | Up to £12.77 per hour depending on experience  |
| **Employer Details** | Woolpit Health Centre |
| **Accountable to** | Practice Manager/ GP Partners / Administration Manager  |
| **Reports to** | Administration Manager / Administration Lead |
| **Working hours** | 37.5 hours per week  |
| **Closing Date** | 23rd September 2024 |
| **Interview Date** | Week commencing 30th September 2024  |

**Job Summary**

An exciting opportunity has arisen to join our Administration Team as a full time Medical Administrator.

Woolpit Health Centre is looking for an enthusiastic, motivated and adaptable Administrator to join our friendly administration team. This is a great opportunity for those already working in a healthcare setting who wish to work within primary care or for those who wish to start a career in administration.

The successful applicant will work closely alongside our Medical Secretaries, Medical Administrator, Administration Lead and PCN Care Coordinators and will be required to manage a wide range of priorities, have excellent organisation and problem solving skills with the ability to work effectively using your own initiative.

The post holder will provide a full range of administrative support to the Practice and staff as directed; undertaking a variety of tasks to assist the day-to-day running of the Health Centre. Applicants will have a flexible approach with attention to detail and the ability to work as part of a busy team.

This role will be pivotal in ensuring the needs of the business are met and that the Health Centre operates safely and efficiently.

**Why work for us?**

Based in the Suffolk village of Woolpit, the Health Centre aims to provide:

***The type of care that we would expect for ourselves and our own families.***

We provide services to over 16,000 patients who live in a practice area of 75 square miles of rural West Suffolk, straddling the A14, between Thurston in the west, and Haughley in the east.

We pride ourselves on the high standards of our care we are holders of the Royal College of General Practitioners Practice Accreditation Award, a quality mark held by only 19 practices in the UK.

Our 7 GP partners and 5 non-partner GPs lead a multidisciplinary team of nurses, health care assistants, pharmacists and midwives all of whom are based in our purpose-built premises.

Benefits of working for Woolpit Health Centre include:

* Attractive rates of pay with annual pay review *(not agenda for change)*
* Regular one-to-ones to aid good communication
* Generous annual leave entitlement
* Voluntary overtime when available
* Plenty of training opportunities
* Membership of the NHS contributory pension scheme

*The NHS Pension Scheme is a defined benefits scheme*

*Life insurance*

*Family benefits including an adult dependents pension and children’s pension*

*Ill health benefits*

*20% employer contribution*

* Option of NHS discount and Blue Light Card for retail/dining/holidays etc
* Free uniform

**Key Responsibilities**

**General Administrative Duties**

* Check and monitor the practice’s generic email account, transferring clinical records, allocating to workflow for review by doctors and responding to queries from Health Professionals, patients and third parties
* To scan/ upload clinical correspondence onto the clinical system and input coding data into the patient's healthcare records
* To distribute daily pathology laboratory results within the clinical system for clinicians review
* To ensure all tasks within the clinical systems are dealt with efficiently
* To monitor and process daily administrative eConsult requests
* Managing all patient, healthcare professional and staff enquiries in an effective manner
* Answering incoming phone calls, transferring calls or dealing with the callers request appropriately
* Managing all administrative requires as necessary
* To register and monitor new patient registrations via the Healthtech-1 portal
* To process new patients medical records and deductions
* General administration duties such as photocopying, scanning documentation and filing of patient records
* To carry out any reasonable duties requested by the Doctors, Practice Manager or Administration Manager

**Insurance and SARS Requests**

* To deal with enquiries via telephone and email from private companies e.g. Insurance companies, patients and Solicitors and keep appropriate records, forwarding information as requested
* Process and action requests for information from Insurance Companies, DWP, DVLA , patients and other third parties
* Creating invoices and maintain appropriate documentation to ensure that payments relating to insurances and’ non-NHS services’ have been received and accurately recorded.
* To process patient Firearm License requests received from the Constabulary in line with the practice protocol
* Process Subject Access Requests adhering to GPDR guidelines

**OQF (Quality and Outcomes Framework) and Patient Safety Searches**

* To support with the monitoring of the practices performance relating to QOF compliance
* Liaise with the practice QOF leads to identify areas of potential or under performance
* To support the clinical teams to identify areas for improvement in data quality
* To conduct searches on the clinical system to identify patients for recall, sending out invitations for reviews and requests for monitoring blood tests as required
* To assist with the planning of recall programmes, campaigns and monitoring systems such as immunisations and smears
* Support the clinical teams in the effective use of searches, audits and recalls
* Build, generate and carry out searches as required by the practice team to enable reports to be produced
* Maintain up to date knowledge of GP contract requirements and associated read codes

**For more information / an informal conversation, please contact Kayleigh Pashley,Administration Manager or Tracy Cracknell, Administration Lead**

Email: kayleigh.pashley@nhs.net

Tel: 01359 240298

*This job description is not exhaustive and the post holder may be required to undertake*

*such other duties from time to time as are consistent with the responsibility of the grade.*

*This job description is subject to review and development from time to time in liaison with*

*the post holder.*

**Health Clearance**

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Department and, if required, undergo a medical examination before appointment.

**Disclosure and Barring Service Check**

A Disclosure and Barring Service check and disclosure will be required before appointment

for all posts with access to children or vulnerable adults or where the post holder has access to patient information.

**Confidentiality**

You are required to maintain confidentiality of any information concerning patients which you have access to or may be given during your work, in accordance with current policy on confidentiality at the GP Practice sites you work at.

# Security

It is the responsibility of all employees to work within the security policies and procedures of the practices they work at to protect the patients, staff and visitors. This duty applies to the specific work area of the individual and the practice in general.

**Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do 'It in a fair and lawful way’. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action which may involve dismissal.

**Equal Opportunities**

Equality of opportunity is an integral part of Woolpit Health Centre’s recruitment and selection process and recruiting managers must ensure that they comply fully with Woolpit Health Centre’s Equality & Diversity Policy. Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age,

disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

**Safeguarding children and vulnerable adults**

Woolpit Health Centre as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced Disclosure and Barring Service (DBS) check will be required.

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All clinical staff have a responsibility to understand the principles of the Mental Capacity

Act (DH, 2005) to ensure people who are 16 and over are empowered to make decisions for themselves. It is the responsibility of clinical staff to assess capacity within their particular remit of care provision; to identify, act and support those who lack capacity to make specific decisions.

**Person Specification**

**Job Title: Medical Administrator**

**As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.**

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| **Person specification – Medical Administrator** |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics and English (C or above) |  | ✓ |
| Business Administration  |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative duties | ✓ |  |
| Experience of working in a healthcare setting  | ✓ |  |
| Experience of working in a GP Practice |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent interpersonal and communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| EMIS Skills |  | ✓ |
| Effective time management (planning and organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Ability to work within a busy team-based environment | ✓ |  |
| Problem solving and analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Team Player | ✓ |  |