**Administrator**

**Job Description & Person Specification**

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| **Job Title** | Administrator |
| **Line Manager** | The Practice Manager |
| **Accountable to** | The Practice Manager |
| **Hours per week** | 15 |

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| **Job Summary** |
| To be responsible for undertaking a wide range of administrative duties and the provision of administrative support to the multidisciplinary team.  Duties can include, but are not limited to, processing incoming and outgoing clinical correspondence, updating patient records, supporting the administration and receptionist teams with patient registration and record movement, processing of information (electronic and hard copy) in a timely manner and in accordance with current policies.  To support staff with the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers. |

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| **Mission Statement** |
| *"To maintain and if able, improve the health and wellbeing of those Patients for whom we care"​* |

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| **Primary Responsibilities** |
| * Undertaking a variety of administrative duties to support members of the Practice team. * Data entry and clinical-coding of relevant patient information and medical data into the clinical system. * Scanning patient information into computerised patient records, including medical documents, hospital records and letters, as necessary. * Identifying relevant clinical information documented in patient correspondence, coding appropriately and completing any detailed actions. * Allocating workflow for review by doctors or other health professionals. * Accurately communicate pathology results to patients when appropriate to do so. * The recording of and administration of all insurance reports, subject access requests and any other forms or letters required from GPs. * Opening Practice post and actioning Practice emails. * Handling with patient and professional enquiries (whether by telephone, online or in-person) efficiently and professionally.   **Other tasks:**   * Alert other team members to any perceived issues of quality and risk in a timely way to ensure proper analysis and action to be taken * Registering new patients and requesting records. * Participate in team and Practice meetings as required. * Supporting reception, if required. * Any other duties reasonable required of an administrator in a primary care setting. |

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| **Generic Responsibilities** |
| All staff at Sidney House & The Laurels have a duty to conform to the following:  **Equality, Diversity & Inclusion**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and 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. Patients have a responsibility to treat other patients and our staff with dignity and respect.  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 you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (QI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager and other appropriately skilled staff.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Sidney House & The Laurels must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Sidney House & The Laurels, staff are required to dress appropriately for their role. Reception and Dispensary staff will be provided with a uniform, back office staff are expected to dress professionally in their own attire, whilst clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to 5.6 weeks’ paid holiday a year (known as statutory leave entitlement or annual leave). Staff are also entitled to Government stipulated Bank Holidays.  All holiday entitlement, including Bank Holidays, for part-time staff is calculated on a pro rata basis, in accordance with the number of hours or days worked. |

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| **Person Specification – Administrator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Previous experience in a healthcare environment | ✓ |  |
| Experience in GP Practice |  | ✓ |
| Practical experience of using computer recording systems | ✓ |  |
| Confident using IT systems and online tools to deliver professional services | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Good verbal and written communication skills with the ability to listen effectively | ✓ |  |
| Able to accurately maintain records and files | ✓ |  |
| Able to maintain confidentiality | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| Confident IT skills | ✓ |  |
| Effective time management | ✓ |  |
| Experience of SystmOne |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite to and respectful of others, valuing dignity, equality and diversity | ✓ |  |
| Flexible and cooperative | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Flexibility to provide additional hours depending on the needs of the business (i.e. to cover colleague absence or high work volume) | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the Practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the Practice.