

Administrator: Job Description & Person Specification

JOB DESCRIPTION (ADMINISTRATOR)

JOB PURPOSE

- To provide a helpful and professional image to those who use the Medical Practice.
- To provide general administration support to the Medical Practice.
- To provide a reception service to patients, staff and other stakeholders; ensuring a friendly manner and efficient and clear communications at all times.
- To ensure accurate data is added to computer and other record systems.
- To practice and promote Health & Safety in the workplace; and report non-compliance.
- To undertake various duties deemed necessary and appropriate by Practice management.
- A high degree of professionalism, confidentiality, sensitivity, discretion and tact is required.

This post will be supervised; however, the postholder is required to use initiative and judgment, make decisions and solve problems, whilst seeking support from Practice management.

JOB FUNCTIONS & RESPONSIBILITIES

- Receiving and processing all incoming calls.
- Receiving and welcoming all patients, visitors and staff.
- Directing patients to the appropriate part of the Practice or relevant service.
- Making appointments in person, by telephone (and potentially online) for patients.
- Taking messages and requests for GPs, managers and other attached staff.
- Sorting internal and external mail.
- Scanning, filing and work flowing documents using the Docman system.
- Following through documents with workflow requirements; e.g. liaising with patients.
- Operating and maintaining relevant administrative systems, as required.
- Handling stationery, clinical, cleaning and other stock; and notifying relevant colleagues.
- Carrying out H&S checks, activating security alarms, setting the phone system and undertaking lock up procedures to required standards.
- Responding appropriately to potentially difficult situations, including challenging behaviour.

A number of duties and responsibilities below form part of the whole administration team's remit and you will be part of the team responsible for delivering these:

- Updating clinical systems with patient information.
- Assisting with IT issues and notifying the IT helpdesk of unresolved issues.
- Processing prescriptions/repeat prescriptions including helping patients register for this service and dealing with queries.
- Processing letters to patients including annual recall letters (e.g. diabetes, asthma).
- Adding and amending appointment rotas for clinicians (GP's, Nurses and other staff).
- Maintaining accurate databases and registers to support claims for Enhances Services, etc.
- Contributing to clinical and business audits.
- Processing medical records to and from Practitioner Services (paper and electronic records).
- Running computer searches, as required.
- Ordering medical and non-medical items via various sources.
- Filing of medical records.
- Opening and relevant distribution of correspondence.
- Photocopying, faxing, franking and posting mail.

- Managing personal and generic Practice emails efficiently and effectively.
- Contributing to service development continuous improvement initiatives.
- This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.
- Working safely at all times in accordance with legislative requirements and Practice Policy and Procedures.

GENERAL RESPONSIBILITIES

1. To undertake mandatory training when required and where necessary to upgrade skills and competencies in fundamental areas.
2. To participate in the appraisal scheme, attend in-house training, staff meetings, events and other forums, as required.

TRAINING AND PERSONAL DEVELOPMENT

The postholder must take responsibility, in agreement with their Line Manager, for their own personal development by ensuring that continuous professional development remains a priority. The postholder will undertake all mandatory training required for the role and highlight any training requirements through supervision and appraisals.

CONFIDENTIALITY

In the course of employment, the postholder will have access to confidential information relating to patients and the general business of the Practice. Postholders are required to exercise due consideration in the way they use such information and must not act in any way that might be prejudicial to either a patient's or the Practice's interests. If the postholder is in any doubt regarding accessing or using information in the pursuit of their duties, they should seek advice from their supervisor before accessing confidential records or communicating such information to any third party. The Employee Handbook sets out confidentiality related standards which must be strictly upheld at all times and in all circumstances.

DATA PROTECTION

The postholder must not, at any time, misuse the personal data held by the Practice or disclose such data to a third party. If the postholder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998, they must contact their Line Manager and also refer to the Employee Handbook.

HEALTH AND SAFETY

The postholder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors, including patients. The postholder also has a duty to observe obligations under Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Practice's Risk Management Framework.

FINANCIAL REGULATIONS

All staff, including the postholder, are responsible for the security of the property of the Practice, avoiding loss of, or damage to, property; and being economical and efficient in the use of resources.

EQUALITY AND DIVERSITY

The postholder must co-operate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally; irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation

PERSON SPECIFICATION (ADMINISTRATOR)

THEMATIC AREA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Adequate standard of general education (or equivalent work/life experience) 	<ul style="list-style-type: none"> • Customer Care • Medical terminology • Other administrative qualification(s)
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in an administrative environment • Working with patients/customers in a busy work environment • Liaising with patients/customers on a face- to-face and telephone basis 	<ul style="list-style-type: none"> • Reception experience • Experience of working in General Practice, the NHS or another healthcare setting
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent interpersonal skills • Team working skills • Communication skills, verbal and written • Good IT skills including use of computer/keyboard • Ability to analyse data • Knowledge of MS Office (inc. Word, Excel) • Good organisational skills • Good time management • Good standard of work deliverables • Ability to work under pressure in a calm, measured and professional manner • Ability to make decisions using own initiative • Ability to organise and prioritise own workload effectively, unsupervised • Ability to identify and solve problems 	<ul style="list-style-type: none"> • Knowledge of Vision, Docman or other patient/client record systems • Ability to diffuse/manage customer complaints • Leadership skills
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Self awareness including competencies, limitations and development goals • Providing advice, guidance and support with tact, sensitivity and compassion • Promoting team cohesion/unity • Focus on delivering high quality services and patient outcomes • Responsive to change and ideas; adaptability • Reliability and flexibility • Maintaining a positive outlook to work and life • Commitment to learning and development at self, team and organisational levels • Practicing/promoting organisational values • Personal positive role modelling 	<ul style="list-style-type: none"> • Commitment to patient and carer engagement
OTHER CRITERIA	<ul style="list-style-type: none"> • This post is subject to: <ul style="list-style-type: none"> ○ Right to work in the UK ○ Not being a patient of Coldside Medical Practice ○ Satisfactory references ○ Criminal check through Disclosure Scotland ○ Social media checks 	