JOB DESCRIPTION:

ADMINISTRATOR – Admin Team

**Job Title:** Office Administrator (Admin Team – New Patient and Nursing Team Administration)

**Main Purpose of Job**: To undertake any clerical duties within the office environment.

**Responsible to:** Administration Manager.

**Main Tasks of Job:**

* Provide an effective service to patients and private companies following requests for information.
* Completing the registration and recording process for new and leaving patients. This involves: inputting data to register the patient; checking their notes in; ensuring that the key health information is recorded on our clinical system; creating electronic copies of the notes; filing notes; retrieving and returning notes for departing patients.
* Using clinical systems to generate reports and inputting data.
* Work with the nursing team to ensure that babies and young children are getting their routine inoculations at the right time and that we are meeting our vaccination targets. This will involve use of data bases to monitor eligibility and to contact patients to invite for appointments.
* Maintaining filing systems.
* Photocopying, faxing, scanning, read coding and processing mail as is required.
* Processing new patient additions and deductions to meet deadlines.
* Contribute to the team effort.
* Liaising with staff, Managers and external customers/clients to ensure the above tasks are completed effectively.
* Completing tasks in accordance with information governance training and policies and role specific protocols.

**Business responsibilities:**

* Maintain ethos and culture of Stoke Gifford and Conygre Medical Centres
* Positively promote Stoke Gifford and Conygre Medical Centres
* To engage in enhanced and extended services to grow the professional offerings of the business
* Attend in-house governance, educational and staff meetings as appropriate
* To help plan, develop and support the introduction of new working processes to optimise quality
* To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, PCT personnel etc

**Safeguarding:**

* Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
* Recognise the types and signs of abuse and neglect.
* Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people.

**Learning and development:**

* You will participate in any training programme implemented by Stoke Gifford and Conygre Medical Centres as part of this employment, such training to include:
* Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
* Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
* Develop and utilise a written Personal Development Plan.
* Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
* Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
* Undertake mandatory and statutory training as required.

**Team working:**

* Understand own role and scope in the organisation and identify how this may develop over time.
* Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
* Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
* Participate in team activities that create opportunities to improve customer care.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Participate and support local projects as agreed with the management team.
* Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

**Confidentiality:**

In the course of seeking treatment, customers entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this Job Description, you may have access to confidential information relating to customers and their carers, Stoke Gifford and Conygre Medical Centres staff and other healthcare workers. You may also have access to information relating to Stoke Gifford and Conygre Medical Centres as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to customers, carers, colleagues, other healthcare workers or the business of Stoke Gifford and Conygre Medical Centres may only be divulged to authorised persons in accordance with Stoke Gifford and Conygre Medical Centres policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

You will assist in promoting and maintaining their own and others’ health, safety and security as defined in Stoke Gifford and Conygre Medical Centres Health & Safety Policy, to include:

* Using personal security systems within the workplace according to guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

**Equality and Diversity:**

You will support the equality, diversity and rights of customers, carers and colleagues, to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with Stoke Gifford and Conygre Medical Centres procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of customers, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Quality:**

The post-holder will strive to maintain quality within Stoke Gifford and Conygre Medical Centres, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Effectively manage own time, workload and resources.
* Work within own limitations and experience.
* Be aware of and co-operate with audit.
* Work effectively with individuals in other agencies to meet patient’s needs.
* Portray a professional image at all times.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with customers and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Other:** This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. You are required to carry out any duties that may reasonably be requested by the Managing Partner / Director. You will need to be flexible in developing the role to provide the best possible care to patients.

**Person Specification**

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| --- | --- |
| **Essential** | **Desirable** |
| **Physical Requirements** | Able to undertake the requirements of the post | Reliable  Flexible  Excellent attendance record |
| **Knowledge/**  **Qualifications/**  **Skills** | Excellent customer service skills  Good administrative and organisational skills  Problem solving skills  IT literate with good keyboard skills  Excellent telephony skills  Understand and observe strict confidentiality | Administration or Pharmacy Services Level 2 Qualification or above.  Pharmacy experience  Experience of EMIS  Experience in Primary Care |
| **Competencies/ Qualities/ Attributes** | An interest in primary care  Good communication (written and verbal)  Work well under pressure  Able to work as a team member  Able to work unsupervised  Able to use own initiative  Be self-motivated  Able to listen and empathise  Hard working and willing  Flexible and adaptable, able to work according to changing need  Enthusiastic  Commitment to personal development  An interest in learning disabilities |  |
| **Other** | Able to work at the desired times  Flexibility of hours for cover  Non smoker  Good sickness record | Car driver/clean licence |

Job description approved by: ………………………………. Date: ……………….

Employee Signed: ………………………………. Date: ……………….

Employer Signed: ….……………………………. Date: ……………….