

# THE WESTBANK PRACTICE

## Job Description

<b>BASE:</b>	Westbank Practice Starcross Church Street Starcross Devon EX6 8PZ
<b>JOB TITLE:</b>	Data Administrator
<b>RATE OF PAY:</b>	Starting at £9 per hour
<b>HOURS :</b>	30 hours per week over 4 or 5 Days
<b>REPORTS TO:</b>	Practice Manager
<b>ACCOUNTABLE TO:</b>	Practice Manager & Partners

## Job Summary

- To provide administrative support and services to all members of the Practice team across two sites.
- To utilise, maintain and manage the recall system ensuring patients are invited to attend for clinical reviews
- To undertake administrative functions in accordance with practice protocols.
- To ensure the smooth & efficient flow of work in the office.

## Main Duties and Responsibilities

- To receive incoming and initiate outgoing telephone calls and emails in order to facilitate timely and appropriate communications with others, taking messages and dealing with enquiries.
- Accept and action messages for Clinicians, using the Systmone Task System as appropriate.
- Assist colleagues in the admin team with other outstanding tasks.
- Ensure accurate data is recorded on the patient's computer records and that paper notes are kept in chronological order as per protocol.
- Assisting with audits in line with the GP contract.

- Make thorough use of the Clinical System and other IT as appropriate.
- To cover for members of the admin team during periods of sickness and annual leave.
- Complete the following administrative functions:
  - Maximise GP Contract outcomes including QOF & Enhanced Services
  - Recording Immunisations
  - Drug Monitoring audits
  - Recalls
  - Run monthly searches as required for all chronic disease areas
  - Assisting with audit in line with the GP contract
  - Miscellaneous searches as and when required
  - Monitor online patient access
  - Cervical screening administration
  - Input Retinal screening information
  - Update Organ donor register
  - Enter AAA results
  - Scanning / coding/summarising
  - Maintain NHS mail/SMS messaging
  - Update Website/TV screens
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To assist with the gathering of statistics and information when required including completion of excel spreadsheets.
- Make thorough use of the Systmone Clinical System and other IT as appropriate.

### **Confidentiality**

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice 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 hazard
- To be aware of fire regulations and procedures, and to attend fire lectures annually
- Reporting potential risks identified.

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, 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 practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, 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.

### **Personal/Professional Development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## **Quality**

The post-holder will strive to maintain quality within the practice, 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
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

## **Communication**

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

- Communicate effectively with patients, carers and other team members
- To attend practice meetings as required
- Recognise people's needs for alternative methods of communication and respond accordingly.

**This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as determined by the partners and practice manager in consultation with the job holder**

# THE WESTBANK PRACTICE

## PERSON SPECIFICATION – ADMINISTRATOR

	<b>Essential</b>	<b>Desirable</b>
<b>Academic/ Vocational Qualifications</b>	<ul style="list-style-type: none"> <li>• English GCSE or Equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Typing Qualification e.g. RSA/OCR</li> <li>• Medical Terminology</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Competent use of IT</li> <li>• Competent use of Word</li> <li>• Organisation</li> <li>• Ability to communicate at all levels</li> <li>• Prioritisation</li> <li>• Achieving deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Competent use of Excel</li> <li>• Experience of clinical system</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Able to work autonomously</li> <li>• An ability to use own judgement, resourcefulness, common sense</li> <li>• Enthusiasm with energy &amp; drive</li> <li>• Honest, caring, sympathetic &amp; fair</li> <li>• Good sense of humour</li> <li>• Flexibility</li> <li>• Team Player</li> <li>• Understanding of the need for confidentiality</li> <li>• Positive &amp; cheerful disposition</li> <li>• Adaptability to working environment</li> <li>• Confident, calm &amp; polite under pressure</li> </ul>	
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Previous experience in a role where many tasks require accurate completion in a short space of time.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role.</li> <li>• Knowledge of Primary Care &amp; the role of GPs.</li> </ul>
<b>Other Instructions</b>	<ul style="list-style-type: none"> <li>• Own Transport</li> </ul>	<ul style="list-style-type: none"> <li>• Non-Smoker</li> </ul>