**Job Description**

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| **Job Title:**  | Administrator  |
| **Reports to (job title):**  | Service Manager and Clinical Lead |
| **Line Manager to:**  |  |
| **Hours and Location:** | 37.5 hours per week – Location: Anchor Centre and Meridian Practice ,  |
| **Job Purpose:** We are recruiting for an Administrator to our team.The post is available for 37.5 hours a week with candidates required to work flexibly Monday-Friday 8am-6:30pm as per our opening hours.We are ideally looking for an experienced Administrator with experience of MS Office, Web, E-mail, EMIS WEB and Docman.You will have a good standard of general education, GCSE Mathematics and English C or above.The successful candidate will join our experienced clinical administration team based at Meridian Practice/ Anchor centre.The role of administrator s interesting and varied with highs level of IT literacy and the ability to multi-task / work under pressure essential in a fast-paced NHS GP practice.The role will ideally suit an experienced administrator looking for a new challenge in a GP practice where you will get variety and development working with a team of GPs, nurses and support staff. |
| **Our vacancy:**The Meridian Practice / Anchor Centre are specialist GP service for asylum seekers and Homeless in Coventry. Currently Meridian 4200 and Anchor 630 registered list and mixed skills of GP and Nurses working. The healthcare team based in Coventry deliver holistic health care for patients with undifferentiated and undiagnosed problems using advanced nursing skills. We provide services to meet the needs patients who attend the Practice and aim to make a difference to people’s lives in their community.The practice is managed by the Practice manager and Lead GP clinical lead. As a Administrator, you will work alongside a team dedicated and highly skilled healthcare professionals. We support each other in any way we can by holding regular team meetings /clinical governance meetings/ development sessions / social events.We are keen to strengthen our team by identifying a forward thinking and highly motivated administrator who is committed to providing a difference to the health inequalities of the area. We are looking to recruit a flexible, enthusiastic individual to work with us an integrated primary care service designed to meet the immediate health needs of Asylum Seekers/ Homeless population. We support a wide variety of patients meaning no two days will ever be the same. With an onsite service manager, we will leave you to do what you do best which is caring for our patients and ensuring you fully |
| Anchor/ Meridian Key ResponsibilitiesThe key responsibilities are not intended to cover every task that may be required of the role: The main duties of the role include:* Typing referral and clinical letters to send to local hospitals and service providers for the e-referral service / RSS.
* Administration of e-referral system and maintain robust logs and trackers of all referrals, particularly 2WW for audit purposes.
* Acting as a point of liaison between doctors, patients and hospitals dealing with queries and troubleshooting problems.
* Making appointments directly with hospitals where appropriate e.g., rapid access clinics.
* Chasing outstanding investigations / results / correspondence.
* Dealing with telephone queries and emails.
* Processing EMIS and Docman tasks and workflows.
* Support practice in working towards QOF and KPI targets.
* Typing of other correspondence produced by doctors/nurses/practice manager as required.
* Preparing agenda for in-house meetings and taking of minutes
* Ordering of stationery and office supplies.
* Scan patient-related documents onto their medical record as required using SNOMED codes as agreed by the clinical team.
* Participate in service development and training.
* Work from multiple locations which may involve short distance travel.
* Any other delegated duties considered appropriate to the post.

Communication* Communicate effectively with other team members, individuals, groups and external stakeholders/ outside agencies
* Attend practice meetings and Clinical Governance meetings
* Communicate effectively with patients and carers, recognising their need for alternative methods of communication to overcome and anticipate barriers to communication and take action to improve communication
* Demonstrate awareness of cultural or language barriers to health and take action to mitigate these.
* Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed.
* Act as an advocate when representing the patients’ and colleagues’ viewpoints to others.
* Communicate with internal and external partners and deliver coordinated care approach to asylum seeker patient population.

Personal and People Development* Take responsibility for own developmental learning and performance, including participating in clinical and safeguarding supervision
* Take responsibility for maintaining a record of own personal development including participation an annual appraisal, and statutory and mandatory training
* Work with management on any new training requirements
* Be aware of the legal issues pertinent to the role
* Act as mentor to learners in the work environment, assessing competence against set standards as requested
* Disseminate learning and information gained to other team members to share good practice and inform others about current and future developments
* Provide an educational role to patients, careers, families, and colleagues in an environment that facilitates learning

Team working* Work as an effective and responsible team member and supporting others to develop new ways of working
* Work in a collaborative manner with other agencies to ensure seamless service delivery for patients
* Understand own role and scope in the organisation and identify how this may develop over time.
* Accept delegation from other team members, priorities own workload and ensure effective time-management strategies are embedded in own practice
* Ensure clear understanding and utilization of referral mechanisms within the practice
* Work effectively with others to clearly define values, direction and policies impacting upon care delivery
* Participate in team activities that create opportunities to improve patient care
* Participate in and support local projects as agreed with the practice management team

Health, safety and security* Use the personal security systems within the workplace according to practice guidelines
* Identify the risks involved in work activities and undertake them in a way that manages the risks

Utilising information* Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
* Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
* Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
* Understand own and other’s responsibility to the individual organisation regarding the Freedom of Information Act and GDPR
* Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care
* Flagging vulnerable patients and their households
* Being familiar with record management and local Standard Operating Procedures (SOPs)

Equality and diversity* Act as a role model in good practice relating to equality and diversity
* Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures
* Respect the privacy, dignity, needs and beliefs of patients and carers
* Understand issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour and the referral processes
* Ensure appropriate use of chaperones and act as a chaperone adhering to local policy
* Identify patterns of discrimination, take action to overcome this
* Enable others to promote equality and diversity in a non-discriminatory culture
* Advocate for people who need assistance in exercising their rights
* Assist patients from marginalised groups to access quality care
* Accept the rights of individuals to choose their care providers, participate in care and refuse care.
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| **Our Values**Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.To many organisations values are just words which don’t translate into reality of the day to day. At HCRG Care Group, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. They’re our moral compass and define the way we *Think, Care* and *Do* our bit.1. **Strive for Better** – Think
* Challenge
* Improve
* Learn
1. **Heartfelt Service** - Care
* Inspire
* Understand
* Communicate
1. **Team Spirit** - Do
* Accountability
* Involve
* Resilience
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| **Confidentiality and Information Security:**As a HCRG Care Group employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information.  This duty lasts indefinitely and will continue after you leave the company’s employment.All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](file:///%5C%5Cam-dar-fs01.assuramedical.local%5CGroup%5CMedical_Services_HR%5CRECRUITMENT%20-%20NEW%5CVacancies%20%26%20Advertising%5C834-862-T3%20-%20Admin%20Receptionist%5Crecords%20management%20nhs%20code%20of%20practice) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](http://systems.hscic.gov.uk/infogov/codes/cop/code.pdf) and should only be accessed or disclosed lawfully.  Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.**Information Governance Responsibilities**As a HCRG Care Group employee you are responsible for the following key aspects of Information Governance (not an exhaustive list):* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Adherence to the clear desk/screen policy
* Only using email accounts authorised by HCRG Care Group – eg @hcrgcaregroup.com, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead
* Only using approved equipment for the use of HCRG Care Group business
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| **Governance**Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes.  Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with HCRG Care Group policies and procedures. |
| **Registered Health Professional**All staff who are a member of a professional body must comply with standards of professional practice / conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements. |
| **Risk Management / Health & Safety** The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company.  Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene. Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors.  It is essential to observe strict fire and security precautions at all times. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.  All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety. |
| **Safeguarding Children and Vulnerable Adults Responsibility**HCRG Care Group 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 by working to relevant safeguarding legislation, multi-agency policies and procedures and HCRG Care Group policies and guidance. All colleagues working directly with people using our services, will support them to participate in decision making in accordance with the Mental Capacity Act 2005. |
| **Policies & Procedures**All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet. |
| **General**HCRG Care Group is committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.The company recognises a “non smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business. |
| **Equal Opportunities**It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success. |
| **Flexibility Statement**This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager. |