

Job Title:	Administrator
Reports to (job title):	Service Manager

Job purpose

- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of administrative support to clinical staff and other members of the practice team
- Transfer tasks away from clinical team wherever possible, supported by new technologies as may be appropriate
- Support and contribute to the development and implementation of new Standard Operating Procedures designed to streamline workloads
- Have a thorough knowledge of all practice procedures and to work in accordance of written policies
- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Support capturing of data that can be used to monitor and enhance practice performance over time

Base

At Reading Urgent Care Centre, where we have been delivering innovative and refreshing general practice health care services the community of Reading. We have developed our own unique approach where our patients are at the centre of everything we do and right now and this is an opportunity for you to be part of this change.

We treat minor illness's and We provide appointments for self-presenting patients and those referred from GPs and the Royal Berkshire Hospital's accident and emergency department.

This post is responsible for

The duties and responsibilities to be undertaken by the Administrator may include any of the following which may be varied from time to time under the direction of the Service Manager.

Reception responsibilities

- Receive patients, consult with members of practice team
- Ensure an effective and efficient and polite reception service is provided to patients and any other visitors to the practice
- Answer calls in a polite and professional manner
- Processing telephone requests for appointments and services using the Anima platform, , and ensuring callers are directed to the appropriate healthcare professional
- Deal with all general enquiries, explain procedures and make new and follow-up appointments as requested by the clinical team.
- Arranging transport for patients
- Be aware of what is going on in the patient waiting area and be alert to problems
- Ensure that all visitors to the practice are signed in and out of the visitors book
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery
- Keep the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter

Day to Day Administration

- Process and distribute incoming and outgoing post

- Sort and date stamp all incoming patient-related mail
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery policy
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale
- File and retrieve paperwork
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
- Provide clerical assistance to practice staff when required, including word/data processing, filing, and scanning
- Manage practice email inbox according to practice policy

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 but 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. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our 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 2018 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 , NHS Constitution and HSCIC Code of Practice on Confidential Information 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

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
- Only using email accounts authorised by us. 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 e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

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 our 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 must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are 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.

Personal Specification

Essential

- Practical experience of working as part of a team
- Experience of Customer Service Team member
- Excellent IT skills
- Experience of supporting and training colleagues
- Good communication skills (both written & oral)
- Good telephone manner and keyboard skills
- The ability to listen and follow instruction
- Problem solving
- Interpersonal skills
- Ability to lead and engage with others
- Ability to be flexible, use your own initiative and manage your own time effectively to ensure that all tasks are completed within the required timescales
- Used to working under pressure and to tight deadlines with multiple stakeholders
- Confident, organised and able to make decisions quickly
- Planning & Organising
- Performing under pressure
- Team Working
- Flexibility
- Building effective working relationships
- Communication
- Organisation
- Confidence
- Positive attitude to Customer Service
- Self-Motivated
- Reliable, good time keeper
- Adaptable to change

Desirable

- Knowledge of how to collate and analyse data

Job Description

- Experience of IT within a medical environment
- Experience of coding clinical letters
- Experience of General practice
- Solid previous office experience administration experience including setting up new systems

Employee signature

Manager signature
