JOB DESCRIPTION

## JOB TITLE: Administrative Assistant

**REPORTS TO: PRACTICE MANAGER (Administratively)**

**Daily Supervision by Admin Team Leader**

## HOURS: 20 hours per week

**Job summary:**

Working as part of the administrative team in the Practice, this role is pivotal to ensure up-to-date patient information is available to everyone in the Practice. The priority of the position is to ensure that daily post is opened then scanned an attached into the correct patients’ record, forwarded appropriately to the doctors for checking and when received back to the coding team, the information is then to be appropriately read coded.

You will be responsible to all partners and directly responsible to the Practice Manager via the Admin Team Leader.

**Job responsibilities:**

* Post
* Opening daily post
* Distributing non patient related post to correct recipient
* Scanning documents onto computer system, attaching individual correspondence / document to the correct patient record and forwarding to the coding team or coding and completing.

**STANDARD:** All post to be scanned, attached and appropriately read coded within 48 hours of the post entering the Practice.

* Incoming email management
* Checking daily for electronically received documents via email account. Processing these documents as outlined in protocols and procedures provided during training. Attaching documents to patient records where appropriate and forwarding to the GPs / Coding team as defined in the post flowchart.
* Should there be emails that require information to be distributed within the Practice that are not patient related, these need to be printed and forwarded to the appropriate person/s.
* Long term condition administration
* Using computer reporting systems to identify patients that need long term condition/other reviews and inviting them to be reviewed by the clinical staff.
* Providing administrative support to the clinical teams for patients with long term conditions, as required.
* Other Tasks
* Checking your notifications daily and acting upon any instructions / actions. This may be ongoing throughout the day.
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* Attending staff meetings / other meetings as required.
* Taking part in training courses as highlighted necessary to the role. Keeping mandatory training up to date at all times.
* To adhere to any protocols and policies detailed in the staff handbook.
* To undertake any other duties and tasks considered appropriate to the position when required.

**Special Requirements of the post:**

* An understanding, acceptance and adherence to the need for strict confidentiality.
* Ability to use own judgment, resourcefulness and common sense.
* A commitment to maintain a high professional standard.
* A commitment to the effective use of practice and NHS resources.

**Confidentiality:**

* In the course of seeking treatment, patients 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, 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, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will 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 hazards
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum 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 recognizes 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 (appraisal).
* 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
* 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
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Communication:**

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

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

**Contribution to the implementation of services:**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate