

# **JOB DESCRIPTION**

## **Clinical Administrator**

<b>Reporting to:</b>	Admin Manager
<b>Hours of work:</b>	34 per week
<b>Key Contacts:</b>	Partners, Deputy Practice Manager, Lead Nurse, Lead Pharmacist

### **SUMMARY OF MAIN DUTIES:**

To maintain an overview of clinical achievement and ensure the efficient and timely recall of patients for clinical review.

### **DUTIES & RESPONSIBILITIES:**

The following list of duties should not be regarded as definitive as they may be reviewed from time to time to take account of changing circumstances. Also, tasks and duties may be redistributed amongst the practice team as necessary and cooperation should not be unreasonably withheld.

#### **General**

- Familiarise yourself with the features and functionality of the clinical system and any associated programmes to ensure knowledge is current and systems are efficiently and effectively utilised
- Escalate technical issues to the appropriate person and/or organisation
- Liaise with key contacts to ensure all staff and work processes are effectively contributing to practice clinical performance and meet contractual clinical requirements

#### **Patient Recall**

- To conduct searches on the clinical system to identify patients for recall and ensure invites are made in a timely manner via telephone or letter and appropriately read coded within the patients' medical record
- Operate the programme of recall to harmonise recall for patients on multiple registers, thereby reducing impact on patients and reduce unnecessary patient contacts.
- Operate the programme of recall to smooth workload across the financial year as much as possible
- Ensure patients on recall registers are booked for review in accordance with the chronic disease booking protocol
- Compose appropriate patient letters and information leaflets

#### **QoF & Eclipse**

- To ensure you are familiar with, and maintain up to date knowledge of the Quality and Outcomes Framework (QOF) and Eclipse requirements and associated read codes
- Maintain an overview of Population Manager achievement to ensure the practice is on track for clinical performance (for QOF and Eclipse)
- Proactively manage and liaise with key contacts to address any areas of potential or actual under performance
- Within defined protocols enter and amend clinical read codes in patients' medical records

### **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, 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 hazards
- 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, 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:

- 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 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
- Participate in information gathering and audit as appropriate.

## Person Specification

	Essential Criteria	Desirable Criteria
<b>Academic/Vocational Qualifications</b>	Good general secondary education: A-C grades GCSEs or equivalent	Educated to 'A' level standard or equivalent
<b>Skills &amp; Abilities</b>	<p>Good IT skills and knowledge of Microsoft suite, particularly Word and Excel.</p> <p>Ability to accurately review data and extract pertinent information</p> <p>Ability to work under own initiative without supervision and make decisions within defined procedures</p> <p>Function as an effective team member</p> <p>Proactively manage workload, even when under pressure</p> <p>Good accuracy and attention to detail</p> <p>Able to communicate clearly and effectively (oral and written) with clinicians, patients and colleagues</p> <p>Flexible approach to work</p>	Knowledge of EMIS or other clinical systems
<b>Experience</b>		<p>Experience of working in general practice in a similar administrative role</p> <p>Experience of recall management</p>
<b>Personal Qualities</b>	<p>A mature approach and a professional and friendly demeanour</p> <p>Flexible and multi-tasking capability</p> <p>Aware of own professional limits</p> <p>Commitment to on-going development</p> <p>Motivated and enthusiastic</p>	Understanding of your behaviour and how this impacts on others