

Job Description and Person Specification

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| Job Title: | ADHD Prescribing Clerk |
| Band/Salary: | Band 3 £24,071 - £25,674 |
| Reports To: | ADHD Prescribing & Monitoring Clinical Lead |
| Worker Category: | Site Worker |
| Location: | Riverside Clinic, Ipswich |



Suffolk GP Federation CIC

Registered in the UK. **Registration number:** 06183049

Registered address: Riverside Clinic, 2 Landseer Road, Ipswich, IP3 0AZ, UK

Reg. No: 1-140317426

Job Purpose:

This role will provide admin support and prescription clerk duties to our nurse-led, child and adult ADHD team. This will involve liaising with patients to book regular monitoring appointments. You will work closely with the clinical practitioners as well as communicating with community pharmacies and the secondary care child and adult ADHD teams in Suffolk and North East Essex.

Main Duties & Responsibilities:

- Manage repeat prescription requests and generate repeat prescriptions for our ADHD clinical practitioners to sign. You will be the main point of contact for enquiries about prescriptions from patients, nurse prescribers, community pharmacies and child and adult ADHD teams.
- Arrange monitoring appointments for patients in good time and with flexibility to enable them to attend.
- Liaise with the child and adult ADHD services in Suffolk and North East Essex to ensure our ADHD clinical practitioners have the information from the annual review to enable them to continue the repeat prescribing.
- Liaise with pharmacies in relation to supply issues for ADHD medications and keep the clinical team informed.



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- Answer telephone enquiries from patients and pharmacies promptly and politely.
- Gather sensitive information from patients and record information in their clinical notes.
- Develop your understanding of ADHD to enhance your communication skills with this patient group.
- Ensuring high levels of attention to detail and accuracy with regards to completion of all necessary documentation associated with the role.
- Liaise with the clinical team to ensure pathways for referring patients back to the child and adult specialist ADHD teams are followed.
- Liaise with the clinical team to ensure pathways for reporting concerns to the child and adult specialist ADHD teams are followed.
- Alert other team members to issues of quality and risk.
- Contribute to an effective team by reflecting on own and team activities, contributing to team meetings and other avenues to improve the team's performance.
- Communicate effectively with others.

Person Specification

| Qualifications | Essential | Desirable |
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| | <ul style="list-style-type: none"> GCSE in English and Maths grade C or above or NVQ equivalent level 2 or 3. | <ul style="list-style-type: none"> Administration or customer service qualification Pharmacy Services or equivalent NVQ2 or higher qualification |
| Experience & Knowledge | Essential <ul style="list-style-type: none"> Experience of communicating with members of the public face to face, phone and email Experience of managing multiple requests via telephone and email Experience of working as part of a team Ability to take instructions | Desirable <ul style="list-style-type: none"> Previous experience as a prescriptions clerk Previous experience within a healthcare setting . Knowledge of primary and secondary care Previous experience of using a clinical system (ideally Systemone) |



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| | and follow protocols without direct supervision | |
| Skills | Essential <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Excellent IT skills • Excellent attention to detail and high level of accuracy • Excellent organisational skills • Ability to maintain confidentiality and demonstrate understanding of confidentiality policies. | Desirable |



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Amending the Job Description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.



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General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Infection Prevention: Employees have a personal obligation to act to reduce Healthcare Associated Infections (HCAI's) and must attend mandatory training in infection prevention and control. You must comply with SGPF Infection Control policies as they apply to your duties, including the Hand Decontamination Policy, Dress Code and Personal Protective Equipment Policy.



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Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do



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