

## Job description

<b>Job title:</b>	<b>Administrator</b>
<b>Reports to:</b>	<b>Operations Manager</b>
<b>Place of work:</b>	<b>Various across Suffolk, as per rota</b>

### Job Purpose

To provide administrative support to GP's, Nurses and other Healthcare Professionals working within primary care.

### Main Duties & Responsibilities

- To be responsible for all aspects of administration, working to deliver an effective and efficient service for our patients.
- Ensure the effective management of appointments; alerting the clinicians to any issues, ensuring the patient wait times are kept to a minimum where possible and that patients are booked with the most appropriate clinician.
- Ensuring that referrals are created, patients are registered and referrals ended correctly. Ensure that all consultations are, where relevant, communicated back to the patient's practice.
- Oversee the reception area and ensure that patients waiting are communicated to effectively and their needs are responded to as and when required, alerting the clinicians to any cases that have become urgent.
- Provide IT support to clinical staff, including training on SystmOne if required and liaising with IT Helpdesk as and when needed.
- Respond to and deal with any issues that arise, escalating to the clinician and/or On Call Manager as necessary.
- Be aware of and ensure adherence to organisational policies, in particular, Prescription Security, Safeguarding and Information Governance.
- Responsible for taking phone calls from other services for referral into GP+ liaising with the clinicians and booking appointments if required, ensuring that the correct process for these referrals is followed at all times.

- Ensuring clinical consulting rooms are set up for use before clinic starts and that each clinician working has access to the appropriate equipment and IT in order to fulfil their duties. After use rooms must be cleared and left ready for use by the surgery; monitoring the duties of the receptionist to ensure that these tasks have been completed satisfactorily.
- Raising incidents as appropriate and providing guidance to other staff members when an incident needs to be reported.
- Ensuring you are aware of staff expected on shift and logging any late arrivals, sickness or non-attendance.
- Responsible for local site induction with new clinical staff, making them aware of processes, procedures and how to access equipment and support.
- Responsible for ensuring all tasks, notifications, emails and phone messages are dealt with and responded to in a timely manner.
- Responsible for completing onward referrals at the request of the clinicians either via a task or using dictation. Providing administrative and secretarial support to clinicians who wish to complete the onward referral themselves. Responsible for ensuring the onward referral has been sent using the correct pathway.
- Responsible for ensuring that equipment boxes for the consulting rooms are stocked with sufficient supply of consumables and providing clinical staff with medical equipment as and when needed.
- Responsible for ensuring the process for signing out equipment and dispensing medication is followed at all times.
- Attending training and meetings as and when required.
- Provide cover for colleagues when sick or absence from shift.
- Facilitate debrief session at the end of the shift, taking notes and logging issues using the template and feeding back to staff on updates and answering queries raised during the debrief.
- Ensure that refreshment facilities are available for all staff.

This job description is not intended to be exhaustive and may change according to the needs of the service.

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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.

**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.

**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 Children:** Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

**Safeguarding Adults:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. 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. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

## Organisation Structure Chart

