

FRAMLINGHAM MEDICAL PRACTICE

JOB DESCRIPTION

JOB TITLE: Junior Administrator
REPORTS TO: Deputy Practice Manager
HOURS: *per week plus cover for holiday & sickness as required*

MAIN PURPOSES

Job summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive, professional and friendly image to patients and other visitors, either in person or via the telephone

PRINCIPAL DUTIES AND RESPONSIBILITIES TO INCLUDE:

ADMINISTRATION & COMMUNICATION

Administration duties

- To have a thorough knowledge of all practice policies and procedures.
- To work in accordance of written protocols
- To carry out scanning duties for any paper based communications received
- To process all post and electronic communications on the day they arrive
- Liaise with read-coding team to ensure smooth processing of clinical correspondence
- Monitor and maintain adequate stocks of all non-clinical items, eg stationery, uniforms
- Any other Administration duties required as advised by the Deputy PM/Senior Administrator
- Deputise for Team administrators as required

Telephone & Communication

- Handle all telephone and general enquiries in a professional manner, referring urgent calls to clinical staff.
- Make appointments for patients in accordance with practice protocols
- Liaise with hospital and community staff

IT SKILLS

Computer

- Daily monitoring and processing of all emails received in to the main surgery nhs.net email account
- Ensure all Tasks and Notifications received via S1 are appropriately completed
- Ensure that emails on NHS.net are regularly read and processed as required
- Maintain Practice website/social media as directed by Senior Administrator.

PERSONAL RESPONSIBILITIES

Personal/Professional development:

- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Take responsibility for own development, learning, and performance and demonstrating skills and activities to others.

Other Tasks

- Attend regular Administration Team Meetings and Staff meetings as required
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Ensure that all mandatory training is completed on time and kept up to date
- Any other tasks or duties allocated by clinical/managerial leads.

***NOTES**

This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities as and when required by the Practice Manager & Partners.

Staff Health and Wellbeing:

The post holder must take responsibility for workplace health and wellbeing:

- Be physically active at work (ie take breaks away from your desk, take exercise during breaks)
- When required gain support from Occupational Health or Managers
- Familiarise yourself with health and wellbeing support available
- The Practice has a 'non-smoking' policy. Staff are not able to smoke anywhere within the premises of the Practice or when outside on Practice business.

Health & Safety at Work:

The Practice will take all reasonable steps to ensure staff health, safety and welfare at work. All staff must familiarise themselves with the Practice Health & Safety Policy and stay up to date with any changes in Health and safety guidelines. It is your legal duty to take care of your own health and safety as well as that of your colleagues.

Infection Control:

It is the responsibility of all staff to provide a high standard of care to patients which includes good infection prevention practice. All staff have a responsibility to comply with Infection Prevention and Control policies and Procedures. This includes:

- Attending mandatory and role specific infection prevention education and training
- Ensuring compliance with Infection Prevention and Control policies and procedures.

Equality and diversity:

All staff must demonstrate a positive attitude to the practice equality policies and procedures. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect

Confidentiality:

Staff may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the Practice' Disciplinary Procedure.

Safeguarding:

To be fully aware of and understand the duties and responsibilities arising from current legislation in relation to child protection and safeguarding children and young people as this applies to the employee's role within the Practice.

To be fully aware of the principles and practice of safeguarding as applies to adults in line with current legislation in relation to the employee's role. This includes recognising the types and signs of abuse and neglect. The employer should understand how to report any concerns within the Practice in relation to child or adult safeguarding.

Everyone in the Practice has a responsibility for, and is committed to, safeguarding and promoting welfare of adults at risk of abuse/neglect and children and young people ensuring that they are protected from harm.

Signed by Employee: _____

Name: _____

Date: _____