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| **Job Description** |
| **Position**: Clinical Administrator | **Department**: Admin – De Parys | **Reporting to**: Administration Manager |
| **Job level:** Admin & Clerical | **Contract:** Permanent | **Hours per week:** **37.5** |
| **Job purpose:** This is a varied role undertaking administrative duties to assist with the smooth running of this very busy department, supporting clinical staff and other members of the practice team.To ensure that correct data is accurately entered into patient notes, facialitate effective communication with patients and other outside agencies, dealing with patients over the phone and handling queries.   |
| **Main objectives:**To include, but not restricted to -* Scanning and clinical read coding of confidential letters and reports into patient records
* Maintaining and monitoring the cervical screening recall system using the CSMS recall system
* Registration and de-registration of patients
* To process daily pathology reports and reassign where appropriate
* Deal with enquiries from patients and outside agencies
* Provide assistance to the clinical team regarding correspondence, reports and enquiries
* Undergo chaperone training, if required, and be on call for chaperone duties
* Provide cover for absence of colleagues to maintain safe staffing levels
* To work as a member of the administrative team, sharing responsibility for completing tasks and informing the team leader/admin manager of any problems occurring that need further attention and escalate accordingly
* Any other reasonable tasks as requested by the team leader/admin manager to support the team in providing a continuing quality service for patients
* Identify opportunities for improvement in protocols or communication
* Participation and completion of all Mandatory training (internal and external courses)
* Undertake other duties as may reasonably be required
* Understanding QOF and the patient recall system for Long Term Conditions
* Be part of the admin safeguarding team; dealing with confidential safeguarding documents, completing reports and responding to queries
* Booking child immunisations and post-natal/baby checks
* Filing of diabetic blood results, booking into clinics and annual recalls
* Competent handling of daily tasks into the admin inbox from both internal and external sources
* Re-assigning and processing emails sent into the group email inbox from patients and other agencies
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| **Person Specification** |
| **Essential skills and qualifications:****Qualifications*** GCSE (or equivalent) in English and Maths

**Skills*** Intermediate Level – Microsoft Word
* Ability to work on own initiatives and accept changes in work protocols
* Good knowledge of clinical terminology (not essential)
* Effective organisational and communication skills
* Determination to deliver accurate and timely information and problem solve as necessary

**Desirable skills and qualifications:****Experience*** Previous Administrative/reception experience
* Track record in clinical environment
* Methodical approach to work
* Knowledge of SystmOne or similar system

**Skills*** Intermediate Microsoft Excel
* Eagerness to learn and develop within the role
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