**Administration Assistant**

|  |  |
| --- | --- |
| **Role Details**  |  |
| **Job Title**  | **Administration Assistant.**  |
| **Salary/ Grade**  | **£11.44 to £12.00** |
| **Hours per week**  | **34** |
| **Reports to**  | **Leela Harvey**  |
| **Responsible for**  | **Administration/Secretary Teams** |
| **Primary Location/ Base**  | **Marriott’s Medical Practices**  |

**Administration Assistant**

**Job Summary**

To be responsible for undertaking a wide range of administrative duties and the provision of administrative support to the multidisciplinary team.

Duties can include, but are not limited to, supporting the administration and receptionist teams with patient registration, booking appointments, processing of information (electronic and hard copy) in a timely manner and in accordance with current policies.

To support staff with the distribution of information, messages, and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

The following are the core responsibilities of the Administration Assistant. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

**Key Responsibilities**

* **Receiving and opening mail on a daily basis.**
* **Completing and processing via coding online letters from hospitals and other external services.**
* **Scanning patients’ correspondence to Systmone.**
* **Arranging weekly clinics for student Doctors.**
* **Perform data entry and maintain accurate databases.: - Lithium bloods, CMSM, Diabetic Eye Screening, Breast Screening.**
* **Two week wait referrals.**
* **Summarising patient records.**
* **Patients’ deductions and receiving of new Lloyd Georgie’s**
* **Patient registrations.**
* **Monthly team meetings.**

**Confidentiality**

Information relating to patients, carers, colleagues and other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with practice policies and procedures relating to confidentiality and protection of personal and sensitive data.

Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.

Maintain an awareness of the Freedom of Information Act

**Health and Safety**

* Manage own and others’ health and safety and infection control as defined in the practice’s Health & Safety Policy, the practice’s Infection Control Policy and published procedures.
* Comply with Practice health and safety policies by followed agreed safe working procedures.
* Actively report health and safety hazards and infection hazards immediately
* Undertaking periodic infection control training (annually)

**Equality and Diversity**

Promote and maintain the Practice’s Equality and Diversity policy and support the rights of patients, carers and colleagues acting in a way that recognises 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 that is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.

**Personal/ Professional Development**

Participate in any training programme implemented by the practice, 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.

**Communication**

The post-holder will communicate effectively with other team members, patients, carers and visitors to the practice and be able to recognize people’s needs for alternative methods of communication and respond accordingly.

Name of Post Holder: ……………………………………………………………………

Signature of Post holder: ……………………………………………………………………

Date: ……………………………………………………………………

Manager name: ……………………………………………………………………

Manager Signature: ……………………………………………………………………

Date: ……………………………………………………………………