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| **Job Title** | Secretarial Administrator |
| **Line Manager** | Secretarial and Admin Lead |
| **Accountable to** | The Practice Manager and GP Partners |
| **Hours per week** | 30. |

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| **Job Summary** |
| To support the Practice and Deputy Practice Manager in the effective administration of the practice. Provide general assistance and administration support to the secretarial and clinical team and project a positive and friendly image to patients and other visitors, either in person or via the telephone. |

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| **Mission Statement** |
| * To provide personalised, safe, effective and efficient high quality healthcare’ * To actively work towards the prevention of disease, promotion of health and wellbeing, offering care and advice to patients. * To be constantly aware of disease prevention, promoting health and wellbeing and encouraging patients to be pro-active in their personal care. * To work in partnership with patients, families, carers and the community to provide a positive and responsive care experience. * To work in partnership with patients, families, community and service providers to involve them in decision making and care provision. * To act as a teaching practice and provide a continuous learning environment for all staff. * To provide staff that are fit for purpose, trained and educated to fulfil their required duties in a competent manner. * To act in a respectful, non-discriminatory way at all times. |

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| **Generic Responsibilities** |
| All staff at Victoria Surgery have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Secretarial and Admin Lead  Staff would be employed initially for a 6 month probationary period, during which time induction and training would take place, after which time permanent employment would be confirmed subject to satisfactory performance. A Staff Appraisal system is in operation.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Victoria Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Victoria Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 5 weeks leave each year, and should be encouraged to take all of their leave entitlement. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the secretarial administrator. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.   * Co-ordinate and process Subject Access Requests for medical records * Ensure that all contacts from patients and third parties, over the telephone and electronically, are greeted in a friendly helpful manner and handled courteously, efficiently and confidentially at all times. * Ensure that all requests and enquiries are handled courteously, efficiently and in line with practice policies and procedures. * Ensure that the filing and recording of patient information both electronic and manual is promptly handled with care and in line with practice policies and procedures. * Help to ensure that the surgery premises are kept safe and tidy at all times. * Undertake all Clinical Referrals on behalf of the clinical team. * E-mail Monitoring : Sorting and actioning information request e-mails * Managing telephone enquiries. * Transcription of Audio Dictation. * Scanning notes. * Basic paperwork. * Systm 1 tasks. * Queries re waiting times including booking appointments * Worklist assessment on E Referral System. * To have a thorough knowledge of all Practice procedures. * To work in accordance of written protocols. * Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to. * Be able to scan documents, taking account of colour, paper size, and multi-paged documents, into patients’ notes and workflow accurately and correctly. The scanner will identify, in line with agreed written protocols:   + documents for coding and filing directly into notes   + documents which need to be work flowed to a GP for action, coding information as appropriate prior to work flowing. * Code range of clinical details into notes in line with agreed protocols/procedures * Send letters to patients for follow up appointments as necessary (e.g. contraception, TOP etc) using relevant templates   Undertake any other additional duties appropriate to the post as requested by the Senior Management Team or Partners |
| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the secretarial administrator may be requested to:   * Support the management team in the compilation of practice reports * Support reception staff, providing cover during staff absences |

**Experience and skills**

Candidates should have good attention to detail, good telephone manner, be able to use a computer, be able to work as part of a team and have good keyboards skills. Previous employment in a medical setting and knowledge of medical terminology would be advantageous.

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| **Person Specification – Practice Operations Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GSCE standard including Grade C or Level 4 in English or Equivalent Skills in Written English Language (Proof of grades may be requested)  RSA II typing or equivalent typing experience  NVQ2 in Business administration or equivalent | ✓ | ✓  ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of the working in the NHS in either primary or secondary care.  Experience of working in a customer-focused environment  Experience of working with different computer software eg email, internet etc | ✓  ✓ | ✓ |
| Experience of working in a health care setting | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Understanding of Clinical coding |  | ✓ |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| Systmone Experience |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours |  | ✓ |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |