

## SUPPORT ADMINISTRATOR DESCRIPTION

<b>JOB TITLE:</b>	Support Administrator
<b>LOCATION:</b>	Charlotte Keel Medical Practice
<b>RESPONSIBLE TO:</b>	Operations Manager

### **Job Context**

Charlotte Keel Medical Practice has a patient population of approximately 17,000 patients. The Practice is at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life, and passionately believes in responding to all of our patients' cultural & social agendas. The team is enthusiastic and friendly and place a strong emphasis on a supportive environment.

### **Job Summary**

The post-holder will undertake a variety of administrative duties to support and cover 3 roles in the Support Services Team: These roles are:

- Medical Records Administrator
- Results & Recalls Administrator
- Document Administrator

The post-holder will work to agreed targets and timescales, and in accordance with Practice policies, protocols, guidelines and procedures.

Attendance at monthly team meetings and periodic training days is mandatory except in exceptional circumstances. The Practice will commit to publishing a team meeting schedule and to provide adequate notice for any training days.

At all times the postholder must act in a manner consistent with the 'code of conduct and appearance' when representing Charlotte Keel Medical Practice, BrisDoc and the NHS.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. This role will develop as the business develops, subsequently leading to changes in the job responsibilities.

## **Main duties and responsibilities:**

### **The post holder will be responsible for:**

Providing cover and support for the Medical Records Administrator:

- Process incoming electronic patient medical records
- Organise incoming paper patient medicals records in preparation for summarising
- Review medical records and produce an accurate and sufficient summary of the patient's medical history
- Code the patient record on the Practice clinical system accordingly
- File paper patient records and maintain an effective filing system
- Synchronise locally, regionally and nationally held patient data
- Administer the processing of medical records requests from patients and third parties:
  - Record receipt of medical records requests
  - Check patient disclosure authorisation
  - Copy record, removing sensitive third party information and obtaining GP authorisation for records release where appropriate
  - Record completion and dispatch of medical records
- Administer the processing of medical report requests:
  - Record receipt & distribute medical report requests to clinicians
  - Create and send invoices for medical reports
  - Record completion and dispatch of medical reports

Providing cover and support for the Document Administrator:

- Administer Practice email accounts
- Scan paper documents and download electronic documents
- Code the source and subject of document
- Electronically file documents on relevant patient record
- Identify relevant clinical information contained in documents and code the patient record on the Practice clinical system accordingly
- Work-flow the document to the most appropriate clinician
- Code additional document content onto the patient record at the request of clinicians

Providing cover and support for the Results & Recalls Administrator:

- Contact patients for test result follow up at the request of clinicians
- Maintain recall systems relating to:
  - Cervical cytology
  - Sexual health
  - Immunisations and vaccinations
  - Health promotion
  - Long term conditions
  - Near patient testing
  - Other health initiatives
- Record results for selected screening and immunisations programs
- Provide patient lists to external screening services
- Complete childhood immunisation returns
- Liaise with external organisations where appropriate
- Undertake any other duty as reasonably requested by the management team

### **Communication**

- To communicate on the phone, by email, fax or in person with staff from a wide variety of NHS / other departments in a confidential, professional and efficient manner so that good communication between the surgery and all other services is maintained.
- To communicate in a professional, friendly and helpful way with patients, carers and the general public to maintain an excellent profile for the surgery amongst its users including communicating test results where appropriate.
- To maintain confidentiality for all patients and users of the service.
- To communicate effectively and sensitively with service users who maybe angry, confrontational, upset, anxious, fearful or have communication difficulties such as poor language skills, hearing loss or learning disabilities.

### **Responsibility**

- To carry out duties with a level of autonomy and minimum supervision working within broad procedural guidelines.
- Use own initiative to prioritise own workload and day to day tasks.
- To support the effective maintenance and management of office systems.
- To be responsible for recognising own training needs and identifying training needs that may help improve service quality.
- Work in accordance with Charlotte Keel's / BrisDoc's policies and procedures.
- Report incidents and near misses to ensure the continued safety of staff, patients and visitors to the practice.
- Report incidents and areas of non-compliance to ensure that the practice responds and learns from errors and untoward events.

### **General Duties**

#### **The Post Holder may be required to work additional hours to cover holidays and sickness.**

- The Support Services team will be notified of shift changes or overtime requests when cover is required; whenever possible the intention will be to give one week's notice of any change. If minor changes to working hours are required, the aim will be to give at least 72 hours' notice.
- Attendance at team meetings and periodic training days is mandatory except in exceptional circumstances. The Practice will commit to publishing a team meeting schedule and to providing adequate notice for any training days.
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role in initial and ongoing discussions with the designated manager.

### **Confidentiality:**

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

### **Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

### **Infection Prevention and Control**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

### **Safeguarding**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

### **Smoking**

Smoking will not be tolerated inside any BrisDoc building and vehicle.

### **Environment**

The post holder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### **Rehabilitation of Offenders Act**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

## **PERSON SPECIFICATION**

<b>QUALIFICATIONS AND EXPERIENCE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Educated to GCSE standard (or equivalent) with grade C or above in English.	Essential	Application and Interview
Good general computer skills – experience of using Microsoft office e.g. Word, Excel.	Essential	Application and Interview
Eligible to work in the UK.	Essential	Application and Interview
Experience of paper and electronic records administration (Including Scanning)	Essential	Application and Interview
Administrative filing and record keeping.	Essential	Application and Interview
Experience of administration of telephone and written customer/patient contact	Essential	Application and Interview
Experience of working in an integrated multi skilled team.	Essential	Application and Interview
Experience of working in a pressurised environment.	Essential	Application and Interview
Qualification / certificates in Administration	Desirable	Application and Interview
Certificates relating to information governance and security.	Desirable	Application and Interview

Experience of using EMIS web computer software.	Desirable	Application and Interview
Experience of clinical system patient record coding	Desirable	Application and Interview
Experience of medical records requests administration	Desirable	Application and Interview
Experience of administering recall systems	Desirable	Application and Interview
Experience of summarising medical records	Desirable	Application and Interview
<b>SKILLS AND ATTRIBUTES</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Excellent attention to detail and accuracy skills	Essential	Application and Assessment
Excellent written and verbal communication skills	Essential	Application and Interview
Able to work 5 days per week	Essential	Application and Interview
Able to work in a pressurised environment, responding to multiple demands in the team.	Essential	Application and Interview
Ongoing commitment to personal development and self-motivated	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Excellent organisational skills	Essential	Application and Interview

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

**Declaration** *(to be completed by post holder):*

**Acceptance**

**Signed (job holder)**

**Please print name**

**Date**

Please return signed version to the HR Department, Unit 21 Osprey Court