

## Medical Administrator Job Description & Person Specification

<b>Job Title</b>	Medical Administrator
<b>Line Manager</b>	Practice Manager – Nell Montague-Rendall
<b>Accountable to</b>	Cleveland Clinic GP Partners
<b>Hours per week</b>	37.5
<b>Annual Leave</b>	4 weeks (plus Bank Holidays)
<b>Salary</b>	£13.80 – £15.40 ph ( <i>subject to experience</i> )

### Job Summary

To be responsible for undertaking a wide range of reception and administrative duties and the provision of general support to the multidisciplinary team. Duties can include but are not limited to, greeting and directing patients, patient registration, booking appointments, taking payments, processing of information (electronic and hard copy) and assisting patients as required. To act as the central point of contact for patients, 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. All medical administrators would be expected to be able to carry out duties at our St Helier, St Brelade and St Ouen surgeries.

### Job Responsibilities

The following are the core responsibilities of the receptionist/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:

- a. Maintaining and monitoring the practice appointment system
- b. Process appointment requests whether made in person, via telephone or email
- c. Answer incoming phone calls, transferring calls or dealing with requests appropriately
- d. Action all incoming faxes
- e. Process incoming and outgoing post
- f. Initiating contact with and responding to, requests from patients, team members and external agencies
- g. Photocopy documentation as required
- h. Data entry of new and temporary registrations and relevant patient information as required
- i. Input clinical data into the patient's healthcare records as directed by GPs
- j. Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- k. Process requests for information i.e., SAR, insurance / solicitors' letters and forms requiring GP completion
- l. Manage all queries (including administrative queries) as necessary in an efficient manner
- m. Carry out system searches as requested
- n. Assist with Medical Secretary workload where required (typing of clinical referral letters)
- o. Maintain a clean, tidy, effective working area at all times
- p. Support all clinical staff with general tasks as requested
- q. Support administrative staff, providing cover during staff absences
- r. Complete opening and closing procedures in accordance with staff rota
- s. Support in the management of repeat prescriptions, ensuring they are processed accurately and efficiently

The person specification for this role is detailed below.

<b>Person Specification – Receptionist / Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)	✓	
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative / receptionist duties	✓	
Experience of working in a health care setting		✓
Experience of working as Medical Secretary / audio typing		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS / Medibooks Software Experience		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.