

FAVERSHAM MEDICAL PRACTICE

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JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT TO THE BUSINESS MANAGER

REPORTS TO: BUSINESS MANAGER

HOURS: Full time

OVERVIEW

This is a role established to support the Business Manager in carrying out day-to-day activities and to provide a source of advice in the event of their absence.

The post-holder will work closely with, and under the direction of, the Business Manager to improve standards across a wide range of clinical and administrative activity.

To work with the Business Manager to ensure that the Practice fulfils its Care Quality Commission (CQC) requirements and staff receive all necessary training.

To undertake a variety of administrative and secretarial duties on behalf of the Business Manager.

MAIN PURPOSES

The Post holder will:

- Provide support to the Business Manager in project work, and in the running of key systems and procedures such as Information Governance, Human Resources, Urgent Treatment Centre (UTC) administration and Health and Safety.
- Be responsible for the promotion, monitoring and documentation of performance and quality standards within the Practice, using IT and manual solutions under the direction of the Business Manager. To become familiar with all relevant aspects of the clinical software system and their applications.
- Manage data quality issues, providing support and guidance to Practice staff in the use of the clinical system to promote quality achievement.
- Undertake specific assigned tasks, project support, general administration or development work which may arise from time to time.
- Become familiar with all national and local quality standards for primary care.

The post holder will be aware of the various statutory requirements and will assist in implementation as directed by the Business Manager. There is a need to work closely with non-clinical and clinical staff to ensure the smooth running of the Practice, reporting any problems encountered to the relevant person.

Training requirements will be monitored by yearly appraisal. Personal development will be encouraged and supported by the Practice. It is the individual's responsibility to remain up to date with recent developments.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Health & safety:

The post-holder will assist the Business Manager in implementing and leading on the full range of promotion and management of their own and others' health, safety and security as defined in the Practice Health & Safety policy, the Practice Health & Safety manual, and the Practice Infection Prevention and Control policy and published procedures. This will include:

- Maintain own knowledge and liaise with the Business Manager and others to update policies relating to Health and Safety and Infection Prevention and Control to ensure the Practice is compliant with current legislation and best practice.
- Assist the Business Manager to carry out regular reviews of Health and Safety, and other policies and to communicate changes effectively across the Practice.
- Assist the Business Manager to ensure that adequate fire prevention and security systems are in place and arrange all necessary safety checks and risk assessments, following up actions and obtaining all necessary information and ensuring good record keeping.
- Assist the Business Manager to ensure that staff and building occupants are aware of security and fire procedures and that these are correctly followed.
- Assist the Business Manager to carry out hazard spotting exercises and make effective use of training to ensure staff members take responsibility for their own and other's health and safety across the workplace.
- Assist the Business Manager by carrying out any necessary risk assessments.
- Assist the Business Manager by ensuring all risks are recorded on the Practice risk register. Review the risks on a monthly basis and ensure these are followed up.
- Arrange periodic attendance for Infection Prevention and Control and other training as required.
- Assist the Business Manager to oversee compliance with the use of personal security systems.
- Assist the Business Manager by receiving, processing and investigating accidents and recommending any actions.
- Assist the Business Manager in respect to RIDDOR and the compilation and updating of COSHH files.
- Assist the Business Manager in respect of carrying out DSE assessments for all new staff, on an annual basis and where else necessary.
- Use personal security systems within the workplace according to Practice guidelines.
- Identify the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Make effective use of training to update knowledge and skills.
- Use appropriate infection prevention and control procedures, to maintain work areas in a tidy and safe way and free from hazards.
- Actively report health and safety hazards and infection hazards immediately when recognized.
- Keep own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertake periodic infection prevention and control training (minimum annually).

- Report all potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Organisational and administration

- Liaise with the Business Manager, attend appropriate meetings, prepare agendas, disseminate information and ensure distribution of minutes as required.
- Arrange meetings for the Business Manager and others, organizing the Business Manager's diary and booking meeting rooms as required.
- Provide the necessary documentation for the Business Manager for meetings to be attended.
- Assist the Business Manager with recruitment administration.
- Assist the Business Manager with the administration and booking of trainers for Protected Learning Time afternoons and the collection of information associated with these.
- Work under the direction of the Business Manager in the handling of patient complaints, ensuring timely responses are made to all non-clinical complaints and pro-actively work to diffuse complaints at an early stage. To coordinate and record responses in respect to clinical and non-clinical matters and ensure the timely submission of all statutory returns.
- Assist the Business Manager to update the practice's website, NHS Choices and information leaflets as well as Health Education Material as required.
- Manage incoming and outgoing communications on behalf of the Business Manager.
- Assist the Business Manager with all aspects of the Practice's policies and procedures.
- Assist the Business Manager in the logging of the Practice laptops.
- Ensure that the Practice Intranet is kept up to day and staff are trained adequately on its use.

Production of performance, quality and data collection information

- Assist the Business Manager in actively reviewing CQC requirements.
- Ensure that documentation (electronic and paper-based) exists to support performance standards across the full range of performance-based activity – Quality and Outcomes Framework (QOF), Enhanced Services etc.
- Assist in the production of information for clinical audit.
- Assist the Business Manager with the gathering and uploading of information for data collections and extractions.
- Undertake ad-hoc work related to the performance of the Practice under the guidance of the Business Manager.

Information Governance

- Assist the Business Manager with the completion of the Data Security and Protection Toolkit ensuring that staff complete the necessary training and all aspects of the toolkit are actioned.
- Undertake a variety of administrative duties related to Information Governance.

Data quality

- Work within the clinical computer system to improve data quality, using the expertise of other data staff where appropriate.

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 recognizes 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-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an 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.

This role is considered to be a developmental position and the jobholder will be encouraged to develop personal and business skills.

Quality

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Most instruction and communication of activity will be via the Business Manager.

External communication will be with patients, Clinical Commissioning Groups and other NHS bodies, and other GP practices and service providers.

Contribution to the implementation of services:

The post-holder will:

- Apply Practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

Confidentiality

- 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 the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Other Personal tasks

- To provide support and training for current and new staff in resolving simple problem with PCs and printers.
- To provide a personal secretarial role to the Business Manager as required.
- To control peripheral software packages, running updates, reports and associated administration.
- To become involved with key aspects of the Business Manager's workload and be able to respond to information requests and updates as necessary.
- To deal with patients, and contacts within the NHS and other practices, both in person and on the telephone.
- To provide administrative cover for absences and help with extra-ordinary workloads.
- To be generally involved in the administration of a small business.

1. NOTES

This is not intended to be an exhaustive list of responsibilities, and it is expected that the successful applicant will participate in a wide range of activities.