



JOB TITLE: Clinical Rota & Management Support Administrator

REPORTS TO: ASSISTANT PRACTICE MANAGER

HOURS: Full time

SALARY: TBC

Job summary:

The post holder will work under the indirect supervision of the assistant practice manager/practice manager to undertake duties delegated by the management team.

As a clinical rota administrator you will ensure the rotas are created and management efficiently and ensure staffing and capacity levels are maintained at all times.

The post holder will work closely with the management team to undertake any projects required and will contribute towards the goals of the practice by offering support and contributing towards the objectives of the business.

Job Responsibilities:

Clinical Rotas

- Day to day responsibility for the clinical rota for all patient facing staff, ensuring they are up to date and accurate.
- To manage student, foundation year and registrar rotas.
- Contribute to the design, implementation of maintenance of the clinical rotas and partake in quality improvement processes.
- Source and fill locum sessions as appropriate via regular locums or lantum.
- Assist in the management of locums, including induction.
- Forecast future clinical rotas and raise capacity issues in advance.
- Ensure clear planning with clear capacity planning for advanced and acute appointments.
- Monitor ongoing appointment capacity on a daily and weekly basis.

- Ensure annual leave and sick leave records are kept up to date and source cover as required.
- Create new session and week templates as required.
- Archive old session and week templates as required.

Management Support

- Work with the assistant practice manager to update existing or create new administrative policies.
- To ensure the practice maximises profit by providing support for QOF recalls and proactive project management towards enhanced services (ABPM, ECGS etc)
- To support the management team with on-going premises checks such as fire alarm testing and weekly health and safety inspections.
- To support in practice requirements for meeting CQC guidelines.

Other Duties

- To support the reception team to ensure all in-coming calls are answered within 15 minutes (this will be as required and not a regular duty) but is dependent on absence etc.
- To support the administrative team when required to ensure areas such as document processing, coding and scanning are kept up to date.
- Support in the investigation and response to access complaints.

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

Health & safety:

The post-holder will assist in promoting and maintaining 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 control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines

- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping 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
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 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 who are undertaking similar work

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 recognise the importance of effective communication within the team and will strive to:

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

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

This job specification is not all encompassing and may be subject to change