

**Job Description**

**Job Title: Medical Secretary /Senior Administrator**

**Reports To: Practice Manager**

**Hours: Part Time / Permanent Position**

**Salary: £9.92 Per hour**

**Job Purpose:**

To provide general secretarial support to the Practice Manager, Doctors, Healthcare professionals and other staff members as required. This will include word processing, audio typing and to undertake a variety of secretarial duties to assist and support in the smooth running of the Practice.

Facilitate effective communication between patients, members of the Primary Health Care Team, Secondary Care, and other associated healthcare agencies.

**Key duties and responsibilities:**

The duties and responsibilities to be undertaken by the Medical Secretary/Senior Administrator may include the following:

* To effectively handle messages as part of the healthcare team
* To provide an efficient audio typing service for the Practice Team. This includes the typing of letters, reports, patient referrals, minutes and any other related administration work that is required
* Create referrals on the system, send out/book referrals/letters, 2WW & USS referrals, liaise with DRSS/patients regarding referrals
* To assist the Practice Manager and the GP Partners with any required administrative duties
* To liaise, arrange and manage meetings as required
* Produce meeting agendas / take meeting minutes
* To maintain and manage accurate filing systems for patients’ medical records
* To action tasks as requested by the GP in accordance with Practice procedures
* To read code correspondence into patients computerised records (not all staff will be required to do this)
* To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries
* To assist with the gathering of data and statistics as required
* To report complaints, comments and significant incidents from patients, visitors and staff, to the Practice Manager or the Exec Partner in compliance with Practice policy
* To cover the administration team during absence regarding, patient registrations, post-natal summaries, deaths, and births
* To complete all mandatory training on an annual basis as required

**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
* Annual mandatory training as required

**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

**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

**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

**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, and the Practice infection control policy and published procedures.

This will include the following:

* 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, free from hazards
* Actively reporting 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