

FAVERSHAM MEDICAL PRACTICE

Faversham Health Centre • Bank Street • Faversham • Kent • ME13 8QR

Tel: 01795 905577

Website: www.favershammedicalpractice.nhs.uk

DR D J MOORE
DR G GUPTA
DR G SMITH
DR G STERN

DR N C L TAN
DR L GEORGE
DR D TITTERTON

DR C BAKER
DR C RICKARD
DR C BATTISTI
DR D WHEELER

JOB TITLE: OFFICE ASSISTANT (Care Coordinator)

REPORTS TO: BUSINESS MANAGER

HOURS: Full time

Job summary:

Work closely with the Business Manager, HR Manager and general office staff assisting where required with the administration of the office within Faversham Medical Practice.

Provide an administrative support to the Practice through a working knowledge of various IT systems.

Job responsibilities:

Human resources

- Assist the HR Manager with advertising vacancies in relevant locations.
- Print, prepare and distribute shortlisting candidates from recruitment.
- Invite selected candidates to interview.
- Liaise with successful candidates to ensure all pre-employment checks have returned & pass on to the HR Manager for review.
- Liaise with successful candidates to ensure payroll & pension paperwork is completed given to the Finance department.
- Prepare the starter checklist for the IT Administrator ready for creation of log ins from the templates.
- Prepare new starter paperwork ready for their first day ensuring that this is completed and returned to the HR Manager.
- Prepare 4 week induction for any new Reception & Administration staff from the template & ensure ready for the first day.
- Assist the HR Manager with any other recruitment administration.
- Log staff training as required.
- Complete the administration of booking appraisals or review appointments for staff on behalf of the HR Manager.
- Assist the HR Manager to ensure protocols are up to date and accessible for those who need them.
- Complete National Workforce Reporting Service monthly with any starters, leavers or changes as requested.
- Assist the HR Manager with completion CPD & CEF logs and information gathering.

- Upload external training onto BlueStream academy when required.
- Log any paid courses when requested.
- Share any social events planned to all staff and gather attendees for relevant events.
- Manage the HR Managers diary with any appointments booked.
- Take registers on any training carried out within the Practice.
- Add staff to the Business continuity WhatsApp group as required.
- Carry out other general admin to assist the HR Manager as required.

General Office

- Photocopying, Printing and Laminating and documents requested.
- Note taker at any relevant meetings.
- Type up notes as required.
- Make Tea and Coffee for GPs washing up afterwards and keeping the kitchen area clean and tidy.
- Filing and retrieving paperwork.
- Maintain and log any required information onto TeamNet as requested.
- Attend team, management and external meetings as required.
- Call & arrange IT support ensuring that any actions tickets raised are completed.
- Oversee the maintenance of an equipment log so that the Clinical Commissioning Group (CCG) and Practice owned equipment is readily identifiable.
- Report any repairs needed to NHS Property Services and ensure these are carried out.
- Take messages and passing on information.
- Make any phone calls as requested including to call patients to book for appointments.
- Print and put up weekly rotas.
- Monitor the Practice email accounts, dealing with incoming emails as appropriate.
- Assist with moving, changing or editing clinics/sessions as requested.
- Provide help and information to patients and visitors.
- Provide refreshments for staff and visitors as required; washing up afterwards and keeping the kitchen area clean and tidy.
- Keeping all areas of the Practice, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.
- To assist with maintaining, ordering, putting away supplies and stock rotation.
- Update protocols and add them to TeamNet.
- Carry out any general administration to assist the Practice as required.

Other responsibilities:

- 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 HR Manager as required.
- To control peripheral software packages, running updates, reports and associated administration.
- To become involved with key aspects of the HR 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.
- Chaperoning duties.

Communication:

- Actively participate in staff and external meetings as required, preparing agendas as required, disseminating information and ensuring the distribution of minutes as necessary.

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 prevention and 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, and initiate and manage the training of the administrators.
- Using appropriate infection prevention control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognized.
- Keeping own work areas and general/patient areas generally clean, identifying issues and hazards/risks in relation to other work areas within the Practice, and assuming responsibility in the maintenance of general standards of cleanliness across the Practice in consultation (where appropriate) with other sector managers.
- Undertaking periodic infection prevention control training (minimum annually).
- Routinely managing own team/team areas, and maintaining work space standards.
- Demonstrating 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 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 which 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 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.

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

Safeguarding:

It is the responsibility of all staff at Faversham Medical Practice to:

- Safeguard and promote the welfare of children and vulnerable adults.
- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role.

Note

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.