

Job Title: CLINICAL ROTA ADMINISTRATOR

Reports to: CLINICAL ROTA TEAM MANAGER

Structure:

Clinical Rota Team Manager > General Manager > Managing Partner

Job Summary:

You will work under the indirect supervision of the Managing Partner/Director and undertake tasks and duties delegated by the Clinical Rota Team Manager following policy and procedures. You will support and assist the Clinical Rota Team Manager and Clinical Rota Lead in the provision of patient care at all practice sites or establishments. You will provide a caring, quality service to patients in all aspects of their relationship with the practice.

The duties and responsibilities to be undertaken by members of the Clinical Rota team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Clinical Rota Team Manager, dependent on current and evolving Practice workload and staffing levels. You will liaise with the Clinical Rota Team Manager to ensure consistency of approach with regard to clinical rota administration across the sites.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day to day activities.

Duties and Responsibilities:

- Assist and maintain on a daily basis, the clinical rota system and ensure that staffing levels are adequate.
- Ensure that all clinics are added on to the appointment system accurately and meet agreed deadlines.
- Provide cover for the Clinical Rota Lead during periods of absence.
- Provide administrative support to the Clinical Rota Lead so that clinicians' absences are managed and monitored.
- Ensure that all individual and business contractual requirements are fulfilled when adding clinics on to the clinical rota system.
- Be aware of clinical room allocation and availability.
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures.
- Assist with the introduction and implementation of change and new ways of working.

- Processing and distributing incoming/outgoing mail.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Providing clerical assistance to Practice staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Computer data entry/data allocation and collation; processing and recording information in accordance with procedures.
- Taking messages and passing on information.
- Filing and retrieving paperwork both hard and e-copy.
- Use own judgement, resourcefulness and common sense.
- Helping to maintain hygiene control measures.
- Provision of refreshments for staff and visitors as required; loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Prioritise own workload.

Business responsibilities:

- Assist with the gathering of statistics and information when required.
- Undertake specific assigned tasks, project support or development which may arise from time to time.
- Maintain accurate and complete documentation and records utilising I.T. as appropriate and in accordance with Central Healthcare protocol.
- Follow agreed protocols, referring to senior people for guidance.
- Demonstrate pro-active engagement with the practice population and wider community to promote an uptake of services.
- Maintain the ethos and culture of Central Healthcare.
- Positively promote Central Healthcare.
- Ensure rationalisation of resources.
- To assist in enhanced and extended services to grow the professional offerings of the business.
- Attend in-house governance, educational and staff meetings as appropriate.
- To help plan, develop and support the introduction of new working processes to optimise quality.
- Train staff to attain optimum performance.
- To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, CCG personnel etc.
- Behave in a professional manner at all times.

Safeguarding:

- Be responsible for and committed to safeguarding and promoting the welfare of Adults-at-risk (vulnerable adults), children and young people and for ensuring that they are protected from harm.
- Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
- Recognise the types and signs of abuse and neglect.
- Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people.

Learning and development:

You will participate in any training programme implemented by Central Healthcare as part of this employment, such training to include:

- Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
- Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
- Develop and utilise a written Personal Development Plan.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
- Undertake mandatory and statutory training as required.
- Share administrative duties in order to refer patients through to other services including secondary care

Team working:

- Assist and support your line manager to provide a quality service.
- Provide cover for members of your team during periods of sickness and annual leave.
- Support and facilitate change as requested.
- Undertake additional tasks as required within your general role.
- Understand own role and scope in the organisation and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- Participate in team activities that create opportunities to improve customer care.
- 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.
- Participate and support local projects as agreed with the management team.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

Confidentiality:

- In the course of seeking treatment, customers 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, you may have access to confidential information relating to customers and their carers, Central Healthcare staff and other healthcare workers. You may also have access to information relating to Central Healthcare as a business organisation. All such information from any source is to be regarded as strictly confidential.

- Information relating to customers, carers, colleagues, other healthcare workers or the business of Central Healthcare may only be divulged to authorised persons in accordance with Central Healthcare policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

You will assist in promoting and maintaining their own and others' health, safety and security as defined in Central Healthcare Health & Safety Policy, to include:

- Using personal security systems within the workplace according to 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.
- Reporting potential risks identified.

Equality and Diversity:

You will support the equality, diversity and rights of customers, 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 Central Healthcare procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of customers, 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.

Quality:

The post-holder will strive to maintain quality within Central Healthcare, 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.
- Effectively manage own time, workload and resources.
- Work within own limitations and experience.
- Be aware of and co-operate with audit.
- Contribute to the achievement of the highest possible quality standards such as the QOF.
- Proactively initiate quality improvement projects.
- Work with the Registered Manager to ensure the organisation achieves the required CQC standards.
- Work effectively with individuals in other agencies to meet patient's needs.
- Portray a professional image at all times.

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 customers and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Other:

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. You are required to carry out any duties that may reasonably be requested by the Managing Partner / Director. You will need to be flexible in developing the role to provide the best possible care to patients.

Clinical Rota Administrator - Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
Knowledge/Qualifications/Skills	Excellent customer service skills Good administrative and organisational skills IT literate with good keyboard skills Excellent telephony skills Understand and observe strict confidentiality	Customer service qualification Skilled in office machinery use
Competencies/Qualities/Attributes	An interest in primary care Good communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self-motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development	
Other	Able to work at the desired times Flexibility of hours for cover Good sickness record	Non smoker Car driver/clean licence

Terms and Conditions

Salary: Your salary will be £9.00 per hour, £17,832.91 gross per annum. Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 22 days plus bank holidays (holiday entitlement will increase as a reward for loyalty and service).

Training: Induction training plus other annual training subject to an agreed personal development plan.

Working hours: Part-time – 32 flexible hours over 5 days.

Your working hours will be based around the opening times of Central Healthcare which is 7.45 am to 8.00 pm Monday to Friday and 8.30 am to 12.30 pm on weekends (Saturday and Sunday on a rota), including Bank Holidays.

The post-holders exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.
The Well-being Simply Health plan will be offered after your probation period. Other benefits include:
Uniform
Full induction package with reviews.
Annual reviews.
Annual training day.
Regular training and updates.
Social functions.

Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Central Healthcare, Lawrence House, 1 Belgrave Crescent, Scarborough, YO11 1UB

or

HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01723 339041 / 01904 928077

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.