



## Clinical Services Administrator Job Description and Person Specification

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|-----------------------|--|
| <b>Job Title</b>      | Clinical Services Administrator        |
| <b>Line Manager</b>   | Clinical Services Manager              |
| <b>Accountable to</b> | Executive Director of Service Delivery |

### Job Summary

Provide effective administration support within the Clinical Services team across all sites of Adur Health Partnership.

Proactively invite patients for health reviews, vaccinations, screening and follow-up using a variety of systems. Record and update information into medical records (EMIS Web) using practice agreed codes.

Duties performed by the post holder will assist the practice in achieving targets and comply with enhanced service requirements; maximising income.

The role requires flexibility to adapt to change and adjust role according to new services relating to Quality & Outcomes Framework (QOF) and Enhanced Services.

### Primary Responsibilities

The following are the core responsibilities of the Clinical Services Administrator. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.

#### Perform patient recalls for QOF, Enhanced Services and other health conditions

- Demonstrate an understanding and knowledge of QOF and commissioned services;
- Create and run searches within the practice's clinical system (EMIS) to identify patients due a review;
- Download recall reports into Excel, update and maintain spreadsheets relating to this role;
- Complete blood test request forms on laboratory software;
- Contact patients to invite them in for chronic disease reviews, vaccinations, and tests using a variety of systems i.e. SMS, phone, letter;
- Book appointments for reviews, vaccinations, health checks and procedures;
- Send health questionnaires / SMS / Floreys to patients to capture data relating to their condition and ensure information is uploaded or manually added into patient's medical record;
- Maintain a recall system that identifies the number invites that a patient has been sent;
- Chase non responders and record exception codes as per practice policy;
- Report concerns relating to uptake to the Clinical Services Manager;

### **Data Quality & updating patient records**

- Understand the requirements of QOF and closely monitor own QOF areas to ensure targets are met, especially 'timed indicators';
- Understand the requirements of specific enhanced services and update patient records following practice protocols;
- Run data quality reports, especially those relating to QOF & Enhanced Services and amend patient records accordingly;
- Add and amend data using practice agreed codes and/or via templates on EMIS;
- Be able to identify and correct code errors in patient records;
- Update patient records with key data from hospital letters / other agencies / questionnaires pertaining to QOF, enhanced services and recalls;
- Maintain & update disease registers (on EMIS or Excel) according to requirements of Enhanced Services/QOF;
- Process AccuRx Florey responses from patients as per practice protocols;
- Action inboxes: EMIS Tasks, Docman, AccuRx on a daily basis as a minimum

### **Prevention and Health Promotion**

- Support the practice with health campaigns;
- Communicate information to patients (i.e. via SMS / website / social media) with conjunction with the Patient Experience Manager;
- Invite patients for seasonal vaccinations and other adult immunisations to increase uptake;
- Send health information / patient leaflets to patients when required.

### **Training & Development**

- Keep up to date with changes to QOF and enhanced services as required;
- Attend in-house and external training sessions.

### **Communication**

- Attend meetings with departments across Adur Health Partnership;
- Effectively communicate with all teams across Adur Health Partnership;
- Work closely and liaise with; Workflow, Medicines Management, Nursing teams and Appointments Rota Manager.

### **Secondary Responsibilities**

#### **Support the practice in maximising income and achieve targets**

- Support the implementation of new services;
- Assist with prevalence work to increase disease registers and improve data quality;
- Assist with 'year-end' work to maximise achievement and income.

## **Generic Responsibilities**

All staff at Adur Health Partnership have a duty to conform to the following:

### **Equality, Diversity & Inclusion (ED&I)**

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.



This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

## **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the HR and Education & Training departments.

## **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

## **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

## **Service Delivery**

Staff at Adur Health Partnership must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

## **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

## **Professional Conduct**

At Adur Health Partnership, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

| <b>Person Specification – Clinical Service Administrator</b>            |                  |                  |
|---|------------------|------------------|
| <b>Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> |
| GCSE Equivalent   | ✓                |                  |
| <b>Experience</b>   | <b>Essential</b> | <b>Desirable</b> |
| Experience of working in a health care/public sector environment        | ✓                |                  |
| Experience of working in general practice                               |                  | ✓                |
| Experience of working autonomously                                      |                  | ✓                |
| <b>Skills</b>   | <b>Essential</b> | <b>Desirable</b> |
| Excellent communication skills (written and oral)                       | ✓                |                  |
| Strong IT skills  | ✓                |                  |
| Clear, polite telephone manner  | ✓                |                  |
| Competent in the use of Office and Outlook                              | ✓                |                  |
| EMIS user skills  |                  | ✓                |
| Medical Terminology   |                  | ✓                |
| Effective time management (planning and organising)                     | ✓                |                  |
| Ability to work as a team member and autonomously                       | ✓                |                  |
| Good interpersonal skills   | ✓                |                  |
| Problem solving and analytical skills                                   | ✓                |                  |
| <b>Personal Qualities</b>   | <b>Essential</b> | <b>Desirable</b> |
| Polite and confident  | ✓                |                  |
| Flexible and co-operative   | ✓                |                  |
| Motivated, forward thinker  | ✓                |                  |
| High levels of integrity and loyalty                                    | ✓                |                  |
| Effectively able to communicate and understand the needs of the patient | ✓                |                  |
| Commitment to ongoing professional development                          | ✓                |                  |
| Punctual and committed to supporting the team effort                    | ✓                |                  |
| <b>Other Requirements</b>   | <b>Essential</b> | <b>Desirable</b> |
| Flexibility to work outside of core office hours                        | ✓                |                  |
| Disclosure Barring Service (DBS) check                                  | ✓                |                  |
| Occupational Health clearance   | ✓                |                  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

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**<Employee>**

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**Date**