

Richmond GP Alliance

Job Description

POST TITLE: Part Time Admin Assistant
ACCOUNTABLE TO: Service & Office Co-ordinator
Responsible to: RGPA Board
HOURS: 18.75 hours per week
SALARY:
LOCATION: RGPA locations at Hampton Wick Surgery & Sheen Lane

JOB PURPOSE:

- Support the delivery of clinical services and corporate business of the RGPA (Federation).
- Be responsible for undertaking a wide range of administrative duties and provide general administrative support.
- Support the Microsuction Service based currently at Sheen Lane Health Centre.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonable be required by their line manager.

PRIMARY DUTIES AND AREAS OF RESPONSIBILITIES:

RGPA Office

- Performs clerical duties, including but not limited to, answering calls, message taking, filing correspondence, updating information and email distribution lists
- Liaises with member practices to maintain key contact information
- Be responsible for the maintenance of accurate records and data bases
- Arrange meetings and updates calendar events for the office team and Board Members as requested
- Support the production of correspondence, meeting notes and other documents as requested
- Undertake routine filing and maintain electronic records
- Be responsible for maintains stationery stocks

Microsuction Services

- Be responsible for patient bookings into the service
- Be responsible for taking electronic payments from patients
- On clinic days at Sheen Lane Health Centre, provide reception and administrative support to the clinician working in the clinic. This will include greeting and booking patients into the service, managing correspondence for the clinician.
- Working with the clinician, ensure the clinic area remains fully stocked
- Be responsible for capturing patient feedback

- Undertake additional reasonable duties as required

Communications

Internally

- Administrative Staff in RGPA
- Board Members
- Staff of Member Practices
- Clinicians employed in our services
- Staff at Sheen Lane Health Centre

Externally

- Other health and social care staff
- Voluntary sector
- Suppliers
- Patients and their relatives

PERSONAL & PROFESSIONAL DEVELOPMENT

- Participate in any training programme implemented by the organisation as part of this employment, such training to include: Adult Safe Guarding Health & Safety, Information Governance, Fire Safety and Deprivation of Liberty as a minimum
- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

CONFIDENTIALITY

The post holder may have access to confidential information and access to information relating to the Federation 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 Federation may only be divulged to authorised persons in accordance with the Federations policies and procedures relating to confidentiality and the protection of personal and sensitive data.

HEALTH & SAFETY

Work in accordance with health and safety policies and procedures including reporting and recording any health and safety incident in all locations worked in.

All employees have a responsibility to:

Take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors co-operate with the Federation and its managers to enable compliance with statutory duties and objectives and targets.

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 the 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.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL AND DESIRABLE SKILLS	HOW IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	Application
SPECIAL KNOWLEDGE / EXPERIENCE / COMPETENCES	<ul style="list-style-type: none"> • Experience of working within an office setting • Experience dealing with members of the public or customers face to face and over the phone 	Application & Interview
PRACTICAL, INTELLECTUAL, ANALYTICAL AND ORGANISATIONAL SKILLS	<ul style="list-style-type: none"> • Excellent verbal communication skills with the ability to communicate effectively at all levels. • Good technical ability with e.g. Word, Excel • Able to work independently and manage own workload in accordance to scheduled deadlines • Able to build strong working relationships • Able to travel locally as required • Able to prioritise 	Application & Interview
DEPOSITION / PERSONAL	<ul style="list-style-type: none"> • To be reliable and honest • Uphold professional standards of the RGPA • Enthusiastic and reliable 	Application & Interview