

Job Description

Role	IT Administrator
Reporting to	Practice Business Manager & Healthwest Federation IT Lead
Accountable to	GP Partners
Hours	32 hours per week (<i>4 days, alternating days at each practice</i>) <ul style="list-style-type: none"> - 16 hours - The Family Practice - 16 hours – Pembroke Road Surgery
Salary	Circa £19,500 (pro-rata for part-time)

Role:

To provide administrative IT assistance to the federation IT lead for staff and patients in daily tasks, processes and support across two GP practices in a collaborative federation. You will report to the federation’s IT lead who will manage training and support for your job responsibilities.

This role is primarily administrative support for the various IT systems in place, but will also involve secondary support in the federation’s IT development and growth; and to act as a practice communicator with our NHS IT support team (SCWCSU), EMIS, Docman and other IT healthcare providers. In addition there will be the opportunity to support our new Healthwest project for collaborative research.

Please note: Although prior IT skill are essential to manage the job responsibilities, this is *not* a technical role. All machines and software are managed by third party suppliers, who are ultimately responsible for resolving technical issues once they have been logged.

Responsibility	Tasks
IT Administration	<ul style="list-style-type: none"> • Managing patient recalls (electronic mail outs and SMS invitations). • Practice statistics and reports. • Resource management (updating clinical documents, referral forms, templates). • Processing patient online access applications. • Medical research projects (searches and mail outs). • Logging data for clinical safety monitoring (e.g. vaccination fridge temperatures).
IT Support	<ul style="list-style-type: none"> • Assisting the IT lead with new IT projects and where required, implementation, weekly management and staff training for such works. • Logging issues (fault reporting and management) with third party healthcare support systems (EMIS, Docman, ICE) and our NHS central IT support group (SCWCSU). • New employee/locum IT setups and induction training. • NHS.net email staff support.

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| | <ul style="list-style-type: none">• Patient online access support. |
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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, to 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
- 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:

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 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 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

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

This is a description of the job as presently constituted. However the employer reserves the right to amend, modify and vary your duties, either orally or in writing.