

# RDYR MEDICAL PRACTICE

## Person Specification

Job Title: Medical Administrator

Band : A&C Band 3

Base: Radyr Medical Practice

Requirements	Essential	Desirable
Education & Qualifications	<p>A good standard of education with 3 GCSEs or equivalent</p> <p>Computer literacy, IT Qualifications, ECDL or equivalent</p> <p>Excellent communications and administration skills</p> <p>Experience of IT Packages</p> <p>Familiar with Microsoft Office, e-mail and database</p>	<p>NVQ Level 2 in Administration or Customer Service or equivalent</p>
Knowledge and Experience	<p>Previous experience of working in the NHS or similar environment</p> <p>Good understanding of NHS policies</p> <p>Dealing with public</p> <p>Dealing with anxious patients and patients with challenging behaviours</p> <p>First initial contact for patient care and support</p> <p>Organising and dealing with payments</p> <p>Microsoft Office package</p>	<p>Knowledge of Medical Terminology</p> <p>Knowledge of dealing with medical records</p> <p>Knowledge of patient management System and Data Entry</p> <p>Understanding Welsh Government targets</p> <p>Understanding of patient pathway management / Care Navigation</p>
Skills and abilities	<p>Compassionate – Exceptional interpersonal skills with the ability to communicate effectively with patients,</p>	<p>IT skills in Healthcare computer packages</p> <p>Team building skills</p>

	<p>carers and relatives remaining sensitive and empathetic</p> <p>Listens to others views respecting and valuing individual patient needs</p> <p>Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members</p> <p>Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients</p> <p>Ability to recognise and manage challenging situations in a calm and professional manner</p> <p>Able to take instruction and direction and work effectively as part of a team</p> <p>Ability to produce accurate work to a deadline</p> <p>Attention to detail</p> <p>IT skills in Microsoft</p> <p>Excellent verbal and written communication skills</p> <p>Decision making skills, able to manage own workload without supervision to meet demanding targets</p> <p>Ability to use own judgement, in dealing with sensitive issues and confidentiality</p> <p>Verbally articulate</p> <p>Good telephone manner</p> <p>Effective record keeping</p>	
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	To liaise with external organisations and hospital	
Personal Qualities	<p>Enthusiastic and self motivated</p> <p>Compassionate – open minded, treat colleagues, patients, carers and relatives with dignity and respect</p> <p>Intuitive and caring nature</p> <p>To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances has on care and compassion.</p> <p>Flexible and adaptable to meet the needs of the practice and the patients</p> <p>Sympathetic and considerate towards patients, carers and relatives</p> <p>Act in ways that support equality and diversity</p> <p>Team player</p> <p>Good organisational skills</p> <p>Working on own initiative</p>	Welsh Speaking
Other	Flexibility – to provide cover during period of sickness and leave	