

Whitchurch Medical Centre

JOB DESCRIPTION

JOB TITLE: Office Supervisor

REPORTS TO: PRACTICE MANAGER

HOURS: Full time (37 hours)

Job summary:

To support practice manager in managing the practice's administration systems, ensuring data is accurately entered and reported.

Job responsibilities:

Main responsibilities:

- Supervise and support administrative staff, including performance monitoring, training, and scheduling
- Support the Reception Supervisor and the receptionist team
- Oversee daily office operations and ensure adherence to company procedures and policies.
- Develop and enforce standard operating procedures (SOPs).
- Investigate and resolve problems in the day-to-day use of computers, printers and other IT related equipment and software
- Design and run searches and reports as defined by the partners and/or the practice Manager
- Assist the practice manager in the ongoing development and implementation of the practice's IT strategy
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of clerical support to clinical staff and other members of the practice team including reception.
- Conduct regular meetings to update team members on best practices and continuing expectations.

Managing IT databases

- Set up and maintain new users according to practice protocol, ensuring they have access to required applications
- Ensure templates / protocols are up to date and accurately entered within appropriate time frames
- Troubleshoot IT problems and identify solutions. Where appropriate, report IT faults to the appropriate supplier's helpdesk

Data entry

- Enter test results and consultation data into patient records ensuring accuracy and compliance with current read code policy
- Deduction of patients' notes and forwarding details to Shared Care Services
- Scanning hospital letters, reports and results into patients' records
- Advise the practice manager of any problems arising from data entry which are otherwise unresolvable

Audit

- Run contract searches and reports
- Ensure data is consistently entered and run searches to find anomalies

Training support

- Provide training support to GPs, practice nurses and admin staff
- Ensure new staff know how to log on to the desktop and any applications they require and that they understand the practice's protocol on data security

Data protection

- Ensure security of data in accordance with the Data Protection Act

Other duties

- Any other duties commensurate with skills and responsibilities.

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, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- 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 recognizes 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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