

Job Title:	Service Administrator
Responsible to:	Community Service Manager
Accountable to:	Community Service Manager

JOB SUMMARY

The post holder's primary responsibility is to provide patient and client services (mainly on the phone) and administrative support to the Community Services clinical and management team, and for Head Office functions.

MAIN DUTIES AND RESPONSIBILITIES

1. Administrative Duties

- a) To provide patients and clients who contact the service with excellent customer service, ensuring that all telephone callers are greeted promptly, professionally and politely.
- b) To handle appointment booking and patient/client enquiries courteously and efficiently and with an awareness of the needs of the patient.
- c) To process referrals into the services and onward referral to other health care professionals according to service protocols.
- d) To maintain patient records on the clinical system as required.
- e) To liaise with clinical, administrative and other staff.
- f) To deal with internal and external post, ensuring all post is despatched on a daily basis.
- g) Sending discharge summaries to GP practices in a timely fashion and according to service protocols.
- h) To handle queries from external agencies and other health care professionals.
- i) Make/cancel/rearrange appointments via the clinical system.
- j) Ensure up to date patient information is recorded.
- k) Give test results where appropriate.
- l) Setting up clinic schedules and organising clinics (booking clinicians, support staff, premises/rooms).
- m) Maintaining rotas for clinical staff.
- n) Checking and ordering of stock adhering to purchase management protocols.
- o) To administer workflow of external documents for analysis and reporting.
- p) To participate in induction programmes for new members of the Community Services team.
- q) To assist the Admin Lead and Community Services Manager as required.
- r) To respect patient confidentiality, working within NHS protocols and legislative requirements.

2. Clerical Duties

- a) Monitor incoming electronic test results to ensure prompt review by clinicians.
- b) Data entry of new and temporary registrations and relevant patient information.

- c) Scan all patient information in computerised record i.e. medical documents, hospital reports and letters as necessary.
- d) Retrieve paper notes from storage unit as requested.
- e) Photocopy documents as required.
- f) Deal with referrals to primary and secondary care when indicated.
- g) Action tasks set by clinicians via the clinical systems and email.
- h) Open, stamp and distribute post as instructed.

3. Data Duties

- a) Read coding medical data into clinical system.
- b) Set up and run clinical searches.
- c) Interrogate data for audit purposes.
- d) Maintain the appointment system and set up templates.
- e) To provide and maintain information required for Key Performance Indicators.
- f) Take part in service performance related to quality.
- g) Monitor and improve process flow where possible.

JOB DESCRIPTION REVISION

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the effective running of the practice.