

Bedminster Family Practice Job Description & Person Specification

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| Job Title | Document Management Administrator |
| Reports To | Practice Manager |
| Hours per week | Up to 35 Hours |
| Salary | Dependent on experience |

Job Summary

The role of Document Management Administrator primarily involves supporting the Practice and GPs by implementing document management optimisation protocols for all documents received into the Practice relating to patients.

The role also involves the provision of administrative support and services to all members of the practice team and will involve a wide variety of administrative duties, with the aim of assisting and contributing to the smooth running of the Practice and facilitating effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

Key Tasks & Responsibilities

- ❖ Support the multi-disciplinary team, providing administrative support as required, in line with the needs of the practice and the team
- ❖ Read, scan, code and action all documents coming into the Practice, electronically or otherwise, in line with the protocols for document management
- ❖ Identify key information from documents and process according to internal procedures
- ❖ Scan and attach, using Docman 10, all patient-related documents to healthcare records; correctly, accurately and within set time periods
- ❖ Understand and apply knowledge relating to the operation and development of Docman 10 (or be willing to learn)
- ❖ Shred documents identified for confidential destruction
- ❖ Input and code data on EMIS, as appropriate
- ❖ Arrange further appointments or tests as required
- ❖ Provide administrative support to members of the primary health care team in various areas, to ensure appropriate practice records are kept up to date
- ❖ Deal with requests for and disclosure of patients' sensitive data, ensuring compliance with confidentiality and data protection legislation, regulation and best practice
- ❖ Report any significant events that occur in relation to document management and participate in any associated learning from incidents
- ❖ Where needed, process SARs and/or medical reports
- ❖ To learn and develop skills in relation to other administrative tasks undertaken by the administrative team, as directed by the Practice Manager, relating to practice need
- ❖ Any other duties as requested by the management team or Partners that are deemed to be reasonable and within the capabilities of the post-holder

Generic Responsibilities of All BFP Staff Members

All staff at Bedminster Family Practice have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in

decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff members have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff members have a responsibility to ensure that patients and colleagues are treated with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policies and procedures and the Infection Control policies and procedures. This will include, but is not limited to:

- 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 health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the role
- Undertaking periodic infection control training
- Reporting potential risks identified
- Complying with Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

- This practice is committed to maintaining an outstanding confidential service.
- In the course of seeking treatment, patients entrust us with, or permit 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 maintain confidentiality at all time
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients, 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.
- It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think, not

only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff members are encouraged to make suggestions and contributions to improve our service delivery and enhance patient care.

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 patient needs
- Effectively manage own time, workload and resources

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

Learning and Development

The effective use of training and development is fundamental to ensure all staff members are equipped with the appropriate skills, knowledge, attitude & competences to perform their role.

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include, but not be limited to;

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of their 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

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the appropriate sharing of information in an appropriate manner.

Service Delivery

Staff must adhere to the information contained within practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff members to share with anyone codes for door locks, alarms, etc and are to ensure that restricted areas remain effectively secured.

Professional Conduct - Staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave and are encouraged to take all their leave.

| Person Specification | | |
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| Document Management Administrator | | |
| Education/Qualifications | Essential | Desirable |
| Literate & numerate to minimum GCSE level or equivalent | ✓ | |
| Passed Medical Terminology Courses – Level 1 and/or 2 | | ✓ |
| Knowledge, Experience & Skills | Essential | Desirable |
| Experience of working in a primary care setting | ✓ | |
| Computer Literate – Office, Word, Excel, | ✓ | |
| Competent user of EMIS Web | | ✓ |
| Competent user of Docman 10 | | ✓ |
| Coding | | ✓ |
| Experience of Document Management | ✓ | |
| Understanding of the importance of confidentiality | ✓ | |
| Understanding of workflow/document management | ✓ | |
| Excellent communication and interpersonal skills, oral & written | ✓ | |
| High level of accuracy and attention to detail | ✓ | |
| Effective time management and organisational skills | ✓ | |
| Ability to work as a team member & autonomously | ✓ | |
| Able to multitask and, independently, prioritise workload | ✓ | |
| Able to devise & implement new ways of working | | ✓ |
| Personal Qualities | Essential | Desirable |
| Able to establish good working relationships | ✓ | |
| Able to innovate and embrace change | ✓ | |
| Able to liaise with senior managers and local teams | ✓ | |
| Highly motivated to succeed in delivering services that will improve the patient experience in the practice | ✓ | |
| Reliable, punctual and flexible | ✓ | |
| High levels of integrity and loyalty | ✓ | |
| Committed to supporting colleagues with a strong team ethic | ✓ | |
| Other requirements | Essential | Desirable |
| Flexibility to work outside core practice hours | ✓ | |
| Disclosure Barring Service (DBS) check | ✓ | |
| Occupational Health Clearance | ✓ | |
| Physical Requirements | Essential | Desirable |
| Able to carry out the duties of the post | ✓ | |

This Job Description and the Person Specification, below, may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.