

**The Yellow Practice  
Drumhar Health Centre, Perth**

**JOB TITLE:** Administrator

**REPORTS TO:** Practice Manager

**HOURS:** 35 hours per week (Full-time)

**Job Summary:**

To act as a focal point of communication between the GPs, practice manager, patients and wider members of the primary health care team, to ensure patients' needs are met in line with the current protocols of the practice.

The purpose of the role is to:

- Project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective manner.
- 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.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

**Duties and responsibilities:**

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all in the following list. Duties may be varied from time to time, dependent on current and evolving practice workload and staffing levels:

**Administrative**

- Maintaining and monitoring the practice appointments system
- Processing requests for appointments, visits and telephone consultations, and ensuring callers are directed to the appropriate healthcare professional.
- Processing and distributing incoming (and outgoing) mail.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with practice guidelines.
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
- Administrative duties including filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.

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- Dealing with confidential waste.
- Keeping the reception area, noticeboards and leaflet dispensers and working areas tidy and free from obstructions and clutter.

#### **Confidentiality:**

- In the course of your work, 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 work with integrity and respect their privacy and act appropriately always.
- 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 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's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### **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:**

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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 whenever required.