

**St Paul's Medical Centre
Job Description**

JOB TITLE: Non Clinical Supervisor

RESPONSIBLE TO: Practice Manager and Practice Business Manager

RESPONSIBLE FOR: Supervision of Administration Team

MAIN PURPOSE OF THE POST

To assist the Practice Manager in supervising Administration Teams.

To monitor and audit the appointments system.

KEY RESULT AREAS

1. STAFF
2. APPOINTMENTS
3. CUSTOMER SERVICE
4. MISCELLANEOUS

KRA 1: STAFF

- 1:1 Liaise closely with the practice manager regarding requests for annual leave, sick leave, overtime, performance issues or any other matters concerning staff.
- 1:2 Ensure minor breaches of performance/conduct are dealt with promptly and fairly, fully recorded and fully inform the Practice Manager. Any serious breaches or recurrent minor breaches must be reported to the Practice Manager or to Business Manager in her absence.
- 1:3 Distribute recall lists and other work to the Admin team ensuring this is completed and returned by the deadline.
- 1:4 Monitor the admin workload on a weekly basis.
- 1:5 Support staff in their day to day tasks and provide advice and support as required.
- 1:6 Ensure all staff are kept fully aware of all policies and procedures, and changes to them in a timely fashion.
- 1:7 Organise rotas for cover and breaks etc as per schedule.
- 1:8 Schedule training sessions as per instruction from the management team.
- 1:9 Meet weekly with the practice manager.
- 1:10 Perform Return to Work interviews promptly on the day of return from a period of sickness absence. Ensure records including intradoc are up to date.
- 1:11 Assist the Practice Manager with recruitment and selection and produce induction plans.
- 1:12 Perform appraisals for Admin Team as required by the Practice Manager.

KRA 2: APPOINTMENTS

- 2:1 Ensure appointments are on Emis Web for practitioners and clinics; entered correctly and in a timely manner.
- 2:2 Develop appointment templates and appointment types and inform all team members of the changes.
- 2:3 Maintain the Nurse Competency record.
- 2:4 Have a working knowledge of how to enter Baby immunisation clinic appointments on Emis Web.
- 2:5 Amend appointments as appropriate.
- 2:6 Monitor appointments and ensure they are used appropriately.
- 2:7 Maintain quality and accuracy of appointment booking by self and staff.

2:8 Provide quarterly information for the Managers as requested.

KRA 3: CUSTOMER SERVICES

- 3:1 In the absence of the Patient Services Lead deal with any complaints or incidents and complete the relevant complaints or incident form. Liaise with the Practice Business Manager.
- 3:2 Attend and contribute to relevant sub-group meetings.
- 3:3 Take part in audits, surveys, focus groups etc to contribute to service improvement and development.
- 3:6 Alert the managers immediately if there is a potential threat to the smooth running of patient services, e.g. due to a colleague's absence.
- 3:7 Run regular reports on how incoming telephone calls are processed via call recorder from Premier Choice.

KRA 5: MISCELLANEOUS

- 5:1 Organise summarising and allocation of records to appropriate members of staff, monitoring achievement and accuracy of summarising.
- 5:2 To have a working knowledge of medical reports and cover when SK is absent.
- 5:3 Attend departmental, leads, staff and other meetings as required.
- 5:4 Take part in the annual appraisal process.
- 5:5 Any other tasks reasonably delegated by the partners, practice manager or practice business manager.
- 5:6 Cover for absent staff at the request of the manager.
- 5:7 Maintain and develop skills.
- 5:8 Work towards development of further management duties as requested by partners and managers.

ESSENTIAL REQUIREMENTS OF THE POST

- Friendly, polite and calm disposition
- Keyboard skills and willingness to undertake training in Emis Web and other IT systems.
- Good verbal and written communication skills.
- Honesty, accuracy and attention to detail
- Understanding, acceptance and adherence to strict rules of confidentiality.
- Willingness and ability to work alone and as part of a team.

I agree to fulfil the requirements of this job description to the best of my ability.

Signed: _____

Date: _____

Review date: _____