



Your Community
Healthcare Providers

FCMS (NW) Ltd JOB DESCRIPTION



Post: Administration Assistant Compass Medical Practice

Pay: £13.00 per hour

Hours: Part time, 32 hours per week. to include x2 18:30pm finish. A job share will also be considered consisting of two 16hour posts to include 18:30pm finish. Compass Medical Practice is open from 08.00 – 18.30 Monday to Friday (excluding Bank Holidays).

Accountable to: Head of Inclusion Health

Reports to: Practice Manager

Base: Newfield House, Vicarage Lane, Blackpool FY4 4EW

****Please note that our roles are not being considered for sponsorship at this time****

Overview of Role:

To work as part of Compass Medical Practice team providing administrative and telephony support services for patients who have been excluded from mainstream GP Practices. The role involves working closely with the Practice Manager to ensure all areas of the service are implemented each day.

Many of the Compass Medical Practice patients experience a wide range of challenges and many face multiple disadvantages. Personal resilience and a trauma informed approach are essential in this role.

Compass Medical Practice provides a remote reception service therefore the main patient contact is via the phone, email or Patches. Full training is provided.

Many of the patients within the Compass Medical Practice live complex lives and often struggle to communicate their needs in a calm manner and may struggle with emotional regulation. Training is provided to manage these complex needs in a safe and effective way however it is vital that the successful candidate has an understanding that this service can be challenging. A resilient demeanour and a non-judgemental attitude are essential for this role.

The role involves a range of tasks including answering the phone, arranging appointments, handling patient data e.g. redacting information, processing Subject Access Requests, maintaining accurate notes on the computerised Patient Administration System EMIS, liaising with a range of health care professions across different locations in the North of England, booking patient facing venues, and



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supporting the Compass Medical Practice clinicians.

Day to Day Duties to include, but not exhaustive:

- Call handling which includes calls with patients, professionals and external organisations, utilising the patient 'telephone scripts' to manage own wellbeing and to support appropriate patient boundaries
- Complete QOF information as part of the call handling process
- Complete an Patches triage with all patients presenting with a clinical need
- Use EMIS to book patient appointments, record information, complete patient related tasks and update patient records utilising EMIS templates when applicable
- Referrals to secondary care services via ERS or paper (dependent upon locality)
- Add any referral updates to the referral diary
- Follow practice processes for all relevant areas of work
- Liaise with a range of health care professionals both internal and external
- Record information on IT systems, spreadsheets and paper records where needed
- Undertake a wide range of admin duties including printing, photocopying, scanning, processing information and requests
- Undertake clinic preparation to support the face-to-face appointments
- Undertake patient registrations and deductions in EMIS, to include GP2GP, for services within the Inclusion Health Business Unit
- Inputting data onto the computer systems, setting up computer diaries
- Contribute to data collection for patient 6-monthly reviews
- Maintain a clean and confidential workplace
- Adhere to policies and procedures of the company and keep up to date with any changes
- Work with the management team to update patient risk assessments e.g. raising any safety concerns, and supporting with any updates for urgent appointments
- Under guidance from the Practice Manager, coordinate appointments, arrange venues and liaise with the Patient Liaison Officers
- Complete mandatory training
- To comply with all Health & Safety processes including signing in and out of Newfield House and signing in and out other locations as per the relevant organisational policies and procedures
- Attend the daily huddle (when on duty)

Our key expectations are:

Self-awareness – Living authentically

Adaptability- Being ready to adjust depending on the situation

Openness – What you see is what you get

Positivity with a real sense of being able to strive for the impossible

Generosity of spirit- Everyday should be an opportunity to act with kindness

Ability to have fun – Taking the role seriously, whilst being yourself



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Our 'Why': To nurture an environment of inspiration, innovation and disruption so this people in our world receive exceptional healthcare for this generation, and the next.

Values: Our organisational culture is very important to us, so it is vital that the successful candidate lives and breathes complimentary values and behaviours. Our behaviours should be in line with our values which form part of our Company DNA:



- **Fun:** People rarely succeed unless they are having fun. Happiness is healthy!
- **Awesome:** We aren't here to be average, we're here to be awesome!
- **Humble:** We're here to make a difference to the lives of others, NOT to see how important we can become
- **Brave:** We challenge the norm. We have the courage to get the difficult jobs done
- **Oompf:** We have natural oompf! It's infectious!
- **Go-getting:** We are intuitive to changing needs and respond quickly which we do with energy, ideas, and positivity

Come and be a part of our amazing team!

- ✓ We offer NHS Pension
- ✓ Cycle to Work Scheme
- ✓ Career Development Opportunities
- ✓ Attendance Bonus
- ✓ Staff Benefit Scheme
- ✓ Free Tea & Coffee
- ✓ Eye Care Contributions

Disability Confident Employer

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

DBS - This post is subject to the Rehabilitation of Offenders Act (Exemption Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. This will require three forms of valid ID to be produced and verified. The onboarding process is also subject to an Occupational



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Health check, suitable professional references and eligibility to work in the UK (with the requirement to provide relevant documentation as evidence). *For Driver positions you will also be required to undertake a Driver check.*

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		GCSE/O Level English and Maths EDCL or equivalent NVQ in business administration or equivalent
Experience	Experience of working with customers and / or patients with complex needs. Working knowledge of EMIS IT system.	Experience of working as an administrator in a health care setting. Mental health awareness. Experience of working with people with behavioural challenges.
SKILLS, KNOWLEDGE & COMPETENCIES	Excellent interpersonal skills including verbal and written communication. Non-judgemental attitude. Ability to remain calm under pressure. Excellent IT skills – IT is an integral part of the role and will form part of the interview process. Excellent organisational skills Ability to think laterally, seeking opportunities for improvement. Competent, reliable and conscientious person who can work on their own initiative and has the ability to observe confidentiality. Flexibility of working hours to support annual leave, sickness and the needs of the business.	





Other	Belief in our corporate values <ul style="list-style-type: none">• Fun• Awesome• Humble• Brave• Go-getting• Oomph Self-awareness Resilience Enthusiastic and positive Approachable Team Player Always aims for excellence Ability to work calmly. Flexibility of working hours to support annual leave, sickness and the needs of the business.	Flexibility – there is a request to work at least one late night a week until 18.30.
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The organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.



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