

Workflow & Medical Administrator

Reports to: Practice Manager

Hours: 37.5 hours/week

Job Purpose

The Workflow Administrator primary is responsible for managing and processing **incoming** clinical and administrative correspondence within the practice. This role ensures that information is accurately reviewed, coded, and forwarded to the appropriate GP/clinician or the administrative team in a timely manner, supporting safe and efficient patient care.

In addition, the role will require working in partnership and cross covering duties of a medical administrator whose role involves patient registrations, co-ordinating travel clinics, clinical coding and patient recall registers along with other general administrative duties.

The postholder will work closely with the Operations Coordinator, who acts as the first point of contact for operational support and guidance. However, this role does not carry line management responsibility; formal reporting and line management remain with the Practice Manager.

Our Mission and Vision

Mission: At Health Plus, we deliver high-quality, compassionate care, supporting patients to achieve the best possible health outcomes. We prioritise safety, effectiveness, and sustainability while maintaining the highest professional standards and building trusting relationships with our patients.

Vision: We aim to be a trusted, forward-thinking Practice delivering person-centred care. We create an environment where patients feel valued and empowered, and we foster continuous improvement through learning, innovation, and collaboration to meet the evolving needs of our patients.

Job Description

There may on occasion be a requirement to carry out other tasks, dependent upon service requirements in supporting operational continuity where required. It is anticipated that approximately 25 hours will be Workflow administration and 12.5hrs Medical Administration duties

1. Workflow Management (Primary Role)

- Process all incoming electronic and paper correspondence (e.g. hospital letters, lab results, discharge summaries) in line with Practice protocols.
- Review and triage incoming correspondence, determining appropriate action by the workflow administrator or workflowed to the appropriate team or clinician.

- Ensure any actions identified are assigned using 'EMIS tasks' to the correct GP/Clinician/Administrator.
- Identify high-risk or complex issues that require input or knowledge from the clinical team including safeguarding issues.
- Escalate urgent clinical matters promptly to the Duty Doctor and non-clinical matters to the Operations Co-ordinator.

2. Data Quality & Coding

- Maintain high standards of data quality, ensuring patient records are complete, accurate, and up to date. This includes sorting, date stamping all incoming patient related mail inclusive of scanning and clinical coding, on EMIS.
- Ensure all incoming correspondence is processed and visible on the patient record within agreed timescales (96–120 hours).
- Maintain high standards of data accuracy, completeness, and consistency.
- Support audits and data quality improvement initiatives.
- Support Subject Access Requests & redactions under the supervision of the Operations Co-Ordinator/Practice Manager.
- To report to the Operations Co-Ordinator patient correspondence received from the Hospital/external providers where a patient is not registered or is no longer registered with Healthplus in supporting the Practice comply with Data Protection requirements.

3. Medical Administrator (Secondary Role)

- Process and maintain patient registrations, birth registrations, transfers, population data and associated Practice records, ensuring information is accurate, complete and processed in accordance with Practice procedures.
- Maintain and monitor patient recall systems and registers, including immunisations, screening, chronic disease monitoring and other Practice health-check programmes.
- Coordinate administrative arrangements for Travel Clinics, including appointment scheduling, travel clinic records and required immunisation information from Public Health.
- In partnership with the primary post holder, weekly monitoring of Patient Access searches via website.
- In absence of primary post holder, undertake clinic room allocations, monitor patient newsletter opt in/out dataset & provide reported data for Clinical Governance A meeting.

4. Communication & Coordination

- Liaise with clinicians, administrative staff, and other healthcare providers as needed.
- Clarify unclear or incomplete correspondence to ensure safe handling of information.
- Support the operational service and administrative team duties during periods of high demand/staff leave.
- Undertake additional administrative duties as required by the Operations Co-ordinator ie. Processing of Practice emails/prescriptions.

5. Systems & Process Improvement

- Use clinical systems effectively (e.g. EMIS or equivalent).
- Support the Practice Manager develop improved processes for handling correspondence and coding.

- Support sustainability and environmentally responsible practices, including energy efficiency, waste reduction, adopting digital processes and reducing reliance on paper.

6. Quality Assurance

- Monitor personal workflow performance to meet agreed turnaround times and service standards.
- Identify and escalate errors, delays, or risks in workflow processes to the Operations Co-Ordinator/Practice Manager.
- Participate in audits of workflow processes, including coding accuracy and document handling.
- Promote a culture of safety, accountability, and continuous improvement, in accordance with following Practice policies, procedures, and information governance standards.

7. Health & Safety

- Comply with the Practice's Health & Safety Policy and all relevant procedures.
- Take care for personal health and safety and that of colleagues, patients, and visitors.
- Report hazards, incidents, near misses, and risks promptly in line with Practice procedures.
- Ensure safe use of equipment and report any faults or concerns.
- Maintain a clean, safe, and organised working environment.
- Adhere to infection prevention and control procedures, including hand hygiene and safe handling of documents and shared equipment.
- Be aware of emergency procedures, including fire safety, evacuation routes, and incident response.

8. Patient-Centred Care

- Promote a person-centred approach across the Practice, working collaboratively with all staff, promoting a high-quality, compassionate, and patient-focused service.
- While this is not a patient-facing role, the post holder may occasionally need to handle patient queries and speak with patients directly

9. Confidentiality & Information Security

- In carrying out the duties outlined in this job description, the post-holder may have access to confidential information relating to patients, their carers, practice staff, other healthcare professionals, and the Practice as a business organisation. All such information, from any source, must be treated as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare professionals, or the business of the Practice may only be disclosed to authorised individuals, in accordance with the practice's policies and procedures on confidentiality and the protection of sensitive data.
- Maintain information governance requirements, ensuring compliance with data protection regulations (Data Protection (Jersey) Law 2018) and Practice policies.
- Promote a culture of trust and discretion within the Practice promptly escalating any breaches of confidentiality or concerns to the Operations Co-ordinator.

10. Equality, Diversity & Inclusion

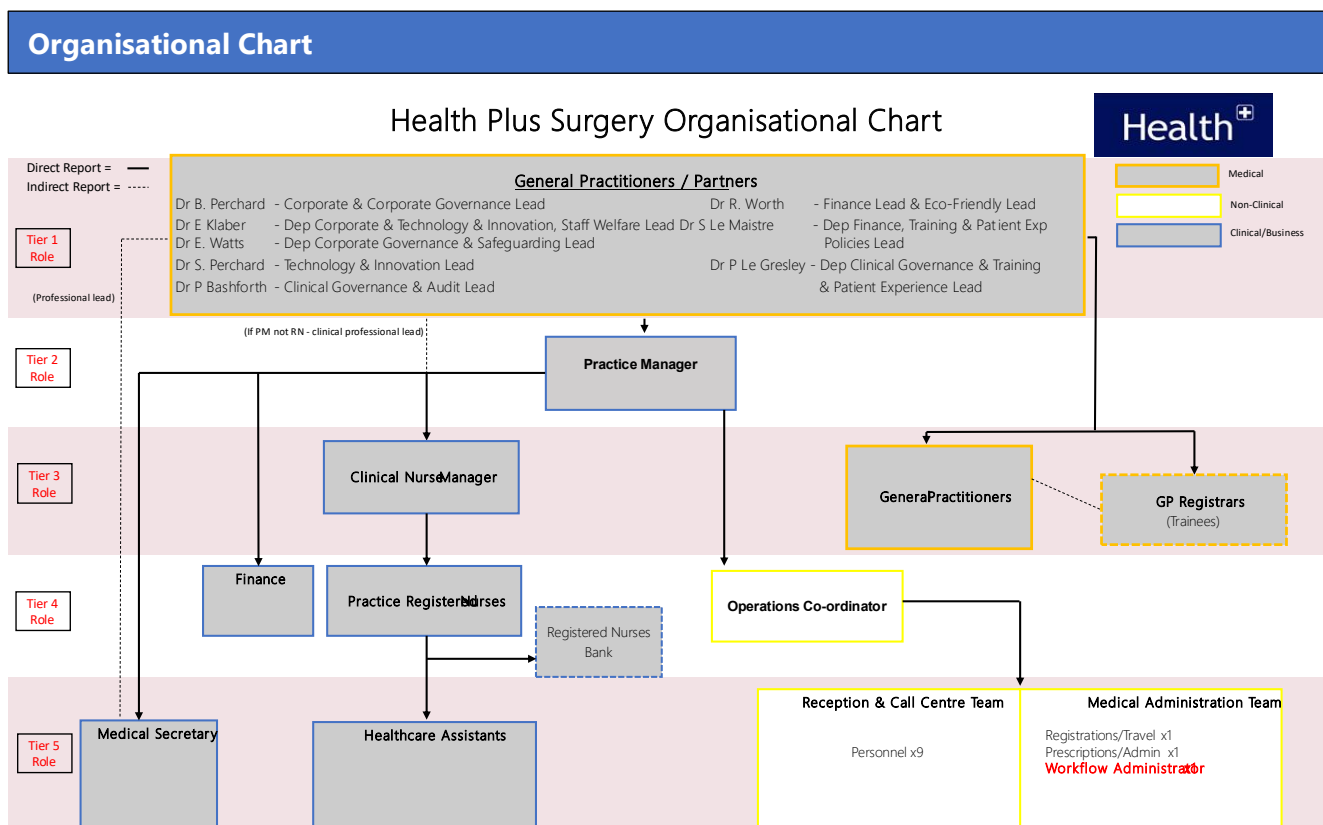
- The practice has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.
- Promote an inclusive and respectful workplace culture, that supports the privacy, dignity, needs and beliefs of patients, carers and colleagues.

11. Additional Responsibilities

- While this is not a patient-facing role, the post holder may occasionally need to handle patient queries and speak with patients directly.
- Attend all required training, including statutory and mandatory training as identified by the Practice.
- Participation in an annual individual performance review.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others in support of Practice business continuity.

12. Compliance

- Subject to Disclosure and Barring Service (DBS) clearance.



Person Specification – Workflow Administrator

Qualification	Essential	Desirable
Minimum GCSE English and Maths or equivalent.	✓	
Evidence of continuing professional and personal development.	✓	
Experience		

Experience of working with the General Public.		✓
Experience of working within a General Practice.	✓	
A knowledge of medical terminology.	✓	
A knowledge of clinical coding.		✓
A knowledge of confidentiality, data protection and safeguarding principles.	✓	
Skills		
Excellent communication skills (written and oral).	✓	
Good IT skills (generic) including Microsoft Office	✓	
Previously used EMIS & Medibooks IT systems.		✓
Ability to work as part of an office-based team, supporting colleagues.	✓	
Able to manage time effectively under pressure while handling large volumes of correspondence efficiently.	✓	
Critical thinking, problem solving and decision-making skills.	✓	
Flexible and able to adapt to other roles (once trained) to support Practice needs	✓	
Education/Training		
A demonstrable commitment to personal and professional development.	✓	
Personal Qualities		
Excellent interpersonal skills able to use initiative and judgement.	✓	
Open minded and positive, focused on solutions not problems.	✓	
High levels of integrity and loyalty, with strong attention to detail and accuracy.	✓	
Other Requirements		
Flexibility to work outside of core office hours.		✓
Disclosure Barring Service (DBS) check.	✓	

Acknowledgment: I acknowledge that I have received, read, and understood this job description.

This job description outlines the key responsibilities and expectations of the post but is not exhaustive. As a new and evolving role, it highlights the primary areas of responsibility. Duties, accountabilities and responsibilities may be reviewed and updated periodically to reflect the changing needs of the Practice, within the scope of the role, as determined by the GP Partners.

I understand that this acknowledgment does not alter my employment terms or contract.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

