

## LTC ADMINISTRATOR JOB DESCRIPTION

<b>JOB TITLE</b>	Long Term Conditions (LTC) Administrator
<b>HOURS</b>	Part Time – 25 hours per week, 5 hours a day working across Monday to Friday.
<b>SALARY</b>	Competitive salary
<b>RESPONSIBLE TO</b>	Patient Services Manager
<b>JOB SUMMARY</b>	The LTC Administrator is responsible for ensuring that patients with long term conditions (e.g. diabetes, asthma, COPD etc.) are accurately recalled, coded, booked in and followed up in relation their annual review whilst adhering to Practice policies and procedures.
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• To recall annual reviews for those with long term conditions (e.g. diabetes, asthma, COPD etc.) in their month of birth.</li> <li>• To send communications to patients in the forms of texts, telephone calls and letters.</li> <li>• To book appointments for annual review.</li> <li>• To run reports to identify those who are due to be recalled or those that were missed.</li> <li>• To ensure patient confidentiality, respect, and dignity is adhered to at all times.</li> </ul>
<b>GENERAL DUTIES</b>	<ul style="list-style-type: none"> <li>• To add new read codes to patient medical records when joining the practice or newly diagnosed. To reconcile the disease register (e.g. retinal screening).</li> <li>• To undertake audits and create reports for those who have been incorrectly coded or missed off.</li> <li>• To ensure policies and protocols are updated and reviewed accordingly.</li> <li>• To act with professionalism and ensuring that ethical conduct is adhered to at all times.</li> <li>• To participate and promote child and vulnerable adult safeguarding and to extract safeguarding information and follow the appropriate pathway when required.</li> <li>• To keep the working area clean, tidy and professional whilst adhering to GDPR regulations.</li> <li>• To assist with training for new staff.</li> </ul>

	<ul style="list-style-type: none"> <li>• To assist with the gathering of statistics and information when required.</li> <li>• To participate and co-operate with any research projects.</li> <li>• To work across different practices on an ad-hoc/when required basis.</li> <li>• It will be necessary to attend and contribute to various practice meetings as requested.</li> <li>• This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners and/or Management Team.</li> </ul>
--	--

### **CONFIDENTIALITY**

- In the performance of the duties outlined in this Job Description, the post holder will have access to confidential information relating to patients, their carer's, Practice staff and other Healthcare workers. The post holder 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.
- The post holder must not enter patient records without clinical or administrative need to do so.
- The post holder must maintain confidentiality of information, always acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality.
- The post holder must maintain an awareness of the Freedom of Information Act.

### **HEALTH AND SAFETY**

- The post holder will manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy the Practice's Infection Control Policy.
- The post holder must be able to identify and report any health & safety hazards and infection hazards immediately when recognised.
- The post holder must keep their work areas and general areas clean and tidy, and use appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- The post holder must undertake their periodic infection control and health and safety training.
- The post holder must have an awareness and be compliant with national standards of infection control, hygiene, regulatory/contractual/professional requirements, and good practice guidelines.
- The post holder must use correct Personal Protective Equipment (PPE) and ensure the correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- The post holder must follow the safe management of sharps procedures, including training, use, storage and disposal (if applicable to role).
- The post holder will be responsible for correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements (if applicable to role).

**EQUALITY AND DIVERSITY**

- No person whether they are staff, patient, carer or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The post holder must support, promote and maintain the Practice's Equality & Diversity Policy.
- The post holder must respect the privacy, dignity, needs and beliefs of patients, their carer's and colleagues,
- The post holder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

**PERSONAL/PROFESSIONAL DEVELOPMENT**

- The post holder will participate in any training programme implemented by the practice as part of this employment.
- The post holder must participate in an annual individual performance review (annual appraisal), including taking responsibility for maintaining a record of own personal and/or professional development.
- The post holder must take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**COMMUNICATION**

- The post holder must communicate effectively with other team members.
- The post holder must communicate effectively with patients and their carer's.
- The post holder must recognise people's needs for alternative methods of communication and respond accordingly.

<b>SIGNED EMPLOYEE</b> (Print Name)		<b>DATE</b>

<b>SIGNED EMPLOYER</b> (Print Name)		<b>DATE</b>