

Medical Administrator Job Description

Characteristic and Values:

Pragmatism, Lack of Prejudice, Optimism, Boldness, Enthusiasm, Committed, Kindness, Positivity, Self-awareness, Sense of Social Justice, Sense of humour, Compassion, Integrity, Empathy, Tenacity, Imagination, Respect, Openness, Patience and Idealism

- Do you want a job where you can make a difference?
- Do you aspire to the characteristics and values above?
- If so, come work for Safetynet Primary Care!

Job title:	Medical Administrator
Particulars of Office:	Permanent Full-Time Contract (subject to funding) <i>*6-month probationary period</i>
Remuneration:	€35,226 per annum
Annual Leave:	25 days
Report To:	Services Manager

Safetynet Primary Care Vision

Safetynet Primary Care is a Medical Charity providing services to those in our society most in need of health care but without access to mainstream care. Safetynet innovatively removes barriers by bringing healthcare to homeless people and vulnerable groups in hostels, food halls and drop-in services and by providing a mobile health service to rough sleepers. Safetynet has developed a significant Migrant Health service providing health assessment screening and GP clinics to vulnerable migrants, refugees and asylum seekers. We advocate for an inclusive health system and work towards integration of our patient's health care to the mainstream services.

Safetynet Primary Care is an equal opportunities employer.

General Job Description

The Medical Administrator will be primarily working with GP clinics and assisting with back-office administration across Safetynet Services:

- Migrant Health (International Protection Applicant Clinics & Mobile Health & Screening Unit)
- Inclusion Health Hub (IHH)
- Homeless Primary Care Team (HPCT - Inreach & Outreach)
- Capuchin Clinic
- Eccles St Clinic

The role is key to the development and execution of the Safetynet Health Care Services.

The Person

The successful candidate will need to be able to work in sensitive environment and demonstrate discretion, professionalism and empathy at all times.

The ideal candidate will possess the following qualifications, skills, knowledge and attributes:

- 2+ years' experience in a medical administration role or 3 years in a general administration role
- Excellent interpersonal and communication (verbal/written) skills
- Excellent IT skills – **must be highly competent** in Microsoft Office (Word, Excel and PowerPoint).
Desirable: previous use in Practice Management Software
- Excellent attention to detail; ability to multi-task; and prioritise workload in a demand led work environment
- A full clean (B) driving license is desirable.
- Fluent written and spoken English
- Candidates shall be of good character
- Candidates shall be in a state of health that indicates a reasonable prospect of ability to provide regular and efficient service

Duties & Responsibilities

The Medical Administrator position involves primarily based in our main hub for GP Clinics in Dublin 1 and based on need providing service in our outreach clinics in Dublin 2, Dublin 7, Dublin 8. The role also provides client facing reception duties during clinic time, registering patients, making appointments etc.

The role will involve:

GP Clinic Support

- Booking appointments and preparing medical files for transfer utilising Salesforce and Socrates Practice Management Software package
- Clinic preparation, management and pre and post clinic administration.
- Working closely with the team of nurses and medical professionals ensuring a first-class delivery of the service.
- Providing excellent customer service to our clients. Our relationship with clients and people that participate in our services is of paramount importance to Safetynet.
- Chaperone patients during consultation/examination/investigation by GP or nurse.
- Working with managers and staff within various partner organisations.
- Communicating regularly with the point of contact in each location.
- Liaising with management for the planning and operation of clinics.
- Overseeing clinics on a daily basis and providing feedback/update at the end of each working day.
- Dealing with medical post / emails for follow-up and forwarding to relevant clinicians for review.
- Fielding external queries and filtering to clinical leads, CNMs or Senior Management as appropriate.
- Scanning and filing patient's results according to Safetynet Protocol.

- Action clients follow instructions from GPs/Nurses, ensuring that results, correspondence and queries are dealt with by an appropriate clinician.
- Dealing with requests for medical records according to Safetynet policies
- Assist with general administration – including scanning, photocopying, printing, etc.

Other Responsibilities

- Additional administrative tasks will be assigned appropriately to assist the organisation.
- Undertake the role in a professional manner maintaining a high-quality standard of work, in accordance with the aims, values and ethos of the Safetynet Primary Care.
- Adhere to Safetynet Primary Care policies and procedures.
- Manage own workload in terms of word processing, filing, record keeping, database input,

administration, collating information and generating reports from Safetynet Primary Care data etc.

- Participate in internal/external meetings as required.
- Be an effective, active member of the Safetynet Primary Care team and participate fully in staff meetings and other committees of the Safetynet Primary Care as required.
- Assist with other duties in the organization, as required.

Note

This Job Description outlines the current responsibilities of the role. As the Safetynet Primary Care evolves and the client needs change, the duties associated with this position will evolve with it.

Further Information for Candidates

- 35 Hours; 5 days Monday – Friday
- This post is a permanent contract with a 6-month probationary period, subject to funding. Post is also subject to Garda Vetting

How to apply

Apply to careers@primarycaresafetynet.ie with a CV and cover application, outlining why you are applying for this position.

Closing Date: 28th February 5.00pm

Shortlisting may apply.