# Job Description

## HR Assistant

Location: Workington

Hours: 37.5 hours (Full Time)

Salary: £18,500 - £19,500

Responsible to: Locality Lead/ Informational Analyst and Digital Support Officers

**Role Purpose**

A new role has arisen for an IT Officer to join North Cumbria Primary Care providing support to all NCPC practices in Workington. The role will support practices with delivering excellent patient care in accordance with NCPC values and beliefs.

**Job summary**

Working to the Locality Lead supervised by NCPC Informational Analyst and Digital Support Officers to provide digital and IT support for 6 practice sites. This role will support the Locality Lead and NCPC Information Analyst and Digital support officer in providing timely data, maintaining an up to date social media presence, setting up and supporting patient supporting software such as Ardens, social media and website content, working with practices to utilise text messaging to deliver patient information, and any other related tasks.

**Duties and Responsibilities**

* Responsible for the development and ongoing utilisation of digital communications with patients.
* Responsible for setting up and ongoing management of Ardens and other patient support packages where required.
* Working with the NCPC Information Analyst and Digital Support Officer to provide day to day support for members of the practice team in accessing patient data via searches etc.
* Encourage and train and support staff to carry out routine troubleshooting of IT equipment
* Keep social media accounts up to date with regular and urgent practice updates.
* Update practice websites in line with NCPC guidance.
* Ensure that the practice meet Information Governance requirements and provide support to staff in this area.
* Support practice improvements in the use of IT equipment and Systems, working with practice staff to improve workflow and create efficiencies.
* Provide support for Service Delivery Leads where required.

**Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They 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
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data Provide support for Service Delivery Leads where required.

**Health and safety**

The post-holder will comply with health and safety policies and guidelines within the GP practices, including using personal security systems within the workplace according to practice guidelines.

**Equality and diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality**

The post-holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly

**Contribution to the implementation of services**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

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| **Person Specification**  **Job Title: IT Officer** | | |
|  | Essential | Desirable |
| Core Values | * Strong commitment to the vision and values of NCPC * Genuine interest in and commitment to the needs of the local community * Commitment to the development of people and services, as required by NCPC |  |
| Qualifications and Training | * 5 x GCSE’s including maths and English or equivalent * A demonstrable commitment to professional development | * Previous experience within a health care role * Experience in EMIS Web |
| Skills and Experience | * Excellent communication skills * Good written communication skills, clear concise record keeping * IT Skills * Time management, able to prioritise and organise own workload * Excellent people skills, friendly and caring and able to deliver high standards of patient / customer care * Able to demonstrate enthusiasm to develop skills * An understanding, acceptance and adherence to the need for strict confidentiality * Ability to use own initiative, judgement, resourcefulness and common sense * Ability to work without direct supervision and determine own workload and priorities * Ability to work as part of an integrated multi- skilled team * Pleasant and Articulate * Able to work under pressure and remain calm * Caring, empathetic, discreet and has the integrity to handle difficult situations * Able to work in a changing environment and can adapt well to change |  |
| Other requirements | * Flexibility of working hours / ability to work at desired times which includes working extended access, late evenings, weekends to cover 7 day operation * To cover holidays and sickness | * UK Driving Licence – clean * Experience of Primary Care |