

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 to work for Safetynet Primary Care!

Job title:	Medical Administrator
Particulars of Office:	Permanent Full-Time Contract (<i>subject to funding</i>)
Probationary:	6-month probationary period
Remuneration:	€35,226.00 per annum
Annual Leave:	25 days
Report To:	Operations Manager

Safetynet Primary Care

Safetynet Primary Care is a values-driven charitable organisation committed to delivering high-quality healthcare to marginalised and socially excluded people. In doing so, it offers services to marginalised populations that are not available through the mainstream healthcare system, helping to overcome the access barriers faced by disadvantaged individuals.

Safetynet innovatively removes barriers by providing GP and nurse care in our open access clinics and by bringing healthcare to homeless people and vulnerable groups in hostels, food halls and drop-in services. Safetynet has developed a significant migrant health service, providing health assessment screening and GP clinics to vulnerable migrants, refugees and international protection applicants. We advocate for an inclusive health system and work towards integration of our patients' healthcare into mainstream services. Safetynet Primary Care is an equal opportunities employer.

General Job Description

The Medical Administrator will be primarily based in our main hub assisting GP clinics in Dublin 1 and occasionally providing service in our clinics in Dublin 2 and Dublin 7. This includes assisting with back-office administration across these Safetynet Services:

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

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

The Person

The successful candidate will need to be able to work in a sensitive environment and demonstrate discretion, professionalism, and empathy always.

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 Outlook)
Desirable: previous use in Practice Management Software
- Demonstrates excellent attention to detail, with proven ability to multitask and effectively prioritise workload in a demand-driven environment.
- Capable of managing multiple responsibilities concurrently, even under high-pressure conditions.
- 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 role involves working with a small team of medical administrators with responsibilities which include:

- Managing appointments for GP and nurse clinics.
- Dealing with patient queries in a friendly and professional manner – providing excellent customer service is of paramount importance to SafetyNet
- Monitoring and actioning incoming emails and phone calls, ensuring queries are followed up with the relevant staff
- Updating clinic spreadsheets and reporting activity to the SMT
- Managing the digital and paper filing system efficiently
- Collaborating with the medical admin team to ensure shared tasks are completed
- Working closely with the team of nurses and GPs to provide a first-class service to our patients
- Coordinating and working with managers and staff within various partner organisations involved in patient care
- Liaising with management for the planning and operation of clinics
- Assisting with general administrative duties including scanning, photocopying, printing, managing incoming and outgoing post, transfer of medical records etc.
- Attend meetings and actively engage in team projects.
- Rotate through various duties as part of team operations.
- Assist in training new staff, maintaining consistent service standards.
- Ensure accuracy and confidentiality of data across all systems in compliance with GDPR and SafetyNet policies, always safeguarding patient privacy.

Note

This Job Description outlines the current responsibilities of the role. As 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: Tuesday 28th October 1.00pm

Shortlisting may apply.