

JOB DESCRIPTION

JOB TITLE: Clerk to the Research Team

ACCOUNTABLE TO: Dr N Thomas

Reporting to: Research Manager

HOURS OF WORK: Part-time (15 -22 hours per week)

There is some flexibility with the working schedule although the hours must be worked when the practice is open (weekdays 8am – 6.30pm). Working patterns can be varied if agreed between the post-holder and Research Team. Very occasionally, you may be asked to work at a weekend to support a clinic although this will be negotiated in advance, and may be available as paid overtime.

LOCATIONS: Windrush Medical Practice, Witney and Eynsham Medical Practice

As the employer, The Windrush Medical Practice may enter into agreements with other local practices or organisations to jointly undertake clinical trials or deliver other services, therefore the location of each working day will be defined by the organisational needs. It is anticipated that the workplace will remain in Witney, with infrequent trips to Eynsham, but occasionally may extend to other parts of West Oxfordshire if agreed with the postholder.

The Practice Philosophy is:

Comprehensive patient-centred care.

Welcoming environment for patients

Well motivated, caring and efficient team

Job Summary:

To provide clerical support to the Research team. This will include booking appointments, liaising with participants, printing and filing paperwork, and receiving supplies deliveries.

Job Responsibilities:

Work in accordance with Standard Operating Procedures (SOPs) and within Health and Safety guidelines

(1) Liaison with participants

- Contact patients/participants and offer, book and confirm appointments
- Check documentation and ensure processes are completed as instructed e.g. email confirmation of appointments and reminder telephone calls.
- Help respond to and/or direct onwards, participant enquiries arising from emails, telephone or other contacts, in liaison with other members of the trials teams
- Keep colleagues informed of activities undertaken, including feedback from participants.
- Provide a friendly welcome to participants on arrival at clinic

(2) Provide clerical support to the Research team

- Filing and retrieval of documents within record storage systems
- Use of photocopier/printers to produce paper and scanned copies of documentation
- Data entry/access using EMIS Clinical system, Microsoft Excel and paper-based systems

(3) Stock and supplies

- Following receipt of supplies and samples, complete processes to create packs or store items as instructed.
- Help maintain working areas to ensure items are easily located and appropriately stored.

(4) Other clinical trial related activities

- Attendance and participation in meetings as appropriate to role
- Liaison with members of the Research team, practice colleagues and other stakeholders
- Help keep the working environment tidy and accessible for research colleagues and practice users.

(5) Other duties

- Help to support the smooth running of the medical practice including administrative assistance, reception duties and other tasks including assistance at clinics not related to trials.
- Other administrative and reception tasks to support the needs of the organisation.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

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 recognizes 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 participants, patients, carers and colleagues
- Behaving in a manner which 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.

Quality:

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

- Alert other team members to issues of quality and risk

MEDICAL PRACTICE

- 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 participant/patients' needs
- Effectively manage own time, workload and resources
- Maintain and evidence up to date Statutory and Mandatory training

Communication:

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

- Communicate effectively with participants, patients and carers
- Communicate effectively with the research, administrative and clinical teams
- Recognise people's needs for alternative methods of communication and respond accordingly
- Report any problems encountered to the relevant person

Attributes	Essential	Desirable
Effective communication skills	X	
Experience of working with patients/members of the public		X
The ability to work on own initiative and as part of a team	X	
Ability to adapt to a changing, fast paced working environment		X
Attention to detail including ability to follow instructions	X	
IT skills e.g. Microsoft Office /similar software		X

Signed on behalf of the practice:

Date:

(Print Name:)

Signed by employee:

Date:

(Print Name:)