

### Job Description

<b>Post Title</b>	Medical Secretary – Eating Disorder Service – Salford
<b>Band</b>	Band 3
<b>Division</b>	Eating Disorder Service - Salford
<b>Hours</b>	18 hours (Mon, Wed & Fri) 6hrs per day
<b>Location/Base</b>	The Willows, Off Tootal Road, Salford, M5 5JR
<b>Responsible to</b>	Senior Administrator
<b>Accountable to</b>	Operational Services and Performance Manager

#### Job Summary/Purpose

To support the Senior Administrator in providing a comprehensive administrative service to the Consultant and Multi-Disciplinary Team working with a patient group with mental health problems.

The Medical Secretary will have a flexible approach in providing admin support including the typing of medical and other correspondence, actioning any requirements identified within the typing. They will answer and manage calls from patients and their carers / relatives and other health and social care professionals.

### Main Duties & Responsibilities

Heading	Duty/Responsibility
<b>Responsibility to Patient Care</b>	<ul style="list-style-type: none"> <li>• Undertake audio/clerical duties for your consultant, including minute taking as required, clinical letters, reports, discharge correspondence and clinical activity data inputting. This may include administrative support relating to consultant tutorial work and the multi-disciplinary team.</li> <li>• Provide first point of contact for written and telephone enquiries on behalf of your Consultant, using judgement to establish validity and priority of the contact.</li> <li>• Deal with any patient enquiries using judgement and observing patient confidentiality at all times.</li> <li>• Liaise with General Practitioners regarding clinic and domiciliary visits.</li> <li>• Liaise with outside agencies, including Social Services, Coroner's Office, other hospitals, medical services, clients and their relatives using their knowledge and judgement of any given situation.</li> <li>• Liaise on behalf of your Consultant with multi-disciplinary team members with regard to requirements for joint outpatients' work/care programming activity.</li> <li>• As directed by your Consultant, record activity onto appropriate medium, meeting all required deadlines.</li> <li>• Track all service users from referral to discharge ensuring all appointment and correspondence are within local and national targets.</li> <li>• Ensure all discharge summaries are generated and sent to General practitioner within agreed timeframes.</li> <li>• Check the patient's status, follow up appointments etc have been booked when mentioned in correspondence / discharge correspondence using the EPR systems, ensuring demographic details are correct and amend where necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>To input good quality data in the EPR to support with driving quality improvement and performance.</li> </ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>Receive and distribute mail on a daily basis as required using judgement and experience to ensure test results and key information is brought to the attention of the appropriate medical staff.</li> <li>Plan and organise appointments in both the clinical diary systems and outlook diary systems and arrange travel / accommodation on behalf of your Consultant when required.</li> <li>Arrange visits and meetings as required using judgement and experience to act in emergency cases.</li> <li>Ability to prioritise workload.</li> <li>To facilitate and manage, including minuting and dissemination of minutes, for any meetings requested relevant to your role or during time of cover for colleague's absence.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Participate in the appraisal process with required knowledge of the Knowledge and Skills framework (KSF)</li> <li>Attend and participate in regular administrative meetings.</li> <li>Support Admin ensuring effective office system is maintained, and support is offered where needed</li> <li>Cooperate fully in the introduction of new technology and in the development of new methods of working as appropriate to your area of responsibility.</li> <li>To take responsibility for own area of work, ensuring any areas of concerns are raised timely and appropriately.</li> <li>Support service developments relevant to your area of work and assist in change programmes to enhance the service delivered.</li> <li>Be flexible in providing cover to meet service needs during leave and where appropriate across other departments</li> </ul>
<b>Analysis and Data Management</b>	<ul style="list-style-type: none"> <li>Maintain the highest standard of confidentiality with regards to information concerning clients/staff at all times.</li> <li>Maintain and update patient's records and filing systems, involving the use of the electronic database and the Trust Electronic Patient Record (EPR) Systems.</li> <li>Ability to use word processing package to a high standard.</li> <li>To provide analytical data to the service as and when required.</li> <li>To validate all data quality reports for your service and update the EPR system as indicated in the data quality reports.</li> </ul>
<b>Partnership Working</b>	<ul style="list-style-type: none"> <li>To adhere to the Code of Conduct for Administration Staff</li> <li>Provide cover for colleagues during times of sickness and annual leave.</li> <li>Willing to work within Trust policies, procedures and guidelines.</li> <li>Any other duties commensurate with the grade.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>To take responsible care for the health and safety of the post holder and others affected by their actions.</li> <li>To work and use all equipment in accordance with safe operating procedures and Trust's code s of practice.</li> <li>To report all accidents, incidents and omissions to the manager.</li> <li>To attend all training identified as being appropriate by the line management team.</li> </ul>

<b>Freedom to Act</b>	<ul style="list-style-type: none"> <li>• To support and attend training identified as being appropriate by the line management teams.</li> <li>• To work within Trust policies and procedures</li> <li>• To be guided by precedent and occupational procedure. Priorities are set but post holder will manage own work load, and work independently.</li> </ul>
<b>Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</b>	<ul style="list-style-type: none"> <li>• To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>• To understand and comply with all Trust policies, procedures, protocols and guidelines.</li> <li>• To understand the Trusts Strategic Goals and how you can support them.</li> <li>• To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> <li>• To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles</li> <li>• To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li> <li>• To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</li> <li>• Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</li> <li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li> <li>• To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</li> <li>• Take reasonable care of the health and safety of yourself and other persons</li> <li>• To contribute to the control of risk and to report any incident, accident or near miss</li> <li>• To protect service users, visitors and employees against the risk of acquiring health care associated infections.</li> <li>• To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</li> </ul>

### Further Information for Postholder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and

employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

