

Job Description

Role Details	
Job Title	Higher Medical Secretary (Technical)
Band	4
Department/Service	Medical Psychology

Organisational Relationships:	
Responsible to:	Consultant Psychologist
Accountable to:	Consultant Psychologist
Professionally Accountable to:	Administration Manager
Responsible for:	The post holder will have no direct reports, but will act as a mentor to junior or less experienced staff

Organisational Chart:

Director of Medical Psychology

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Consultant Psychologist

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Higher Medical Secretary

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Medical Secretary

Job Summary/ Role:

The post holder will provide a comprehensive, effective and professional secretarial and administrative support to a service.

Key Relationships:

The post holder will be expected to:

- Communicate effectively and courteously with a range of internal/external stakeholders, which may include patients on a daily basis. Stakeholders may include medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust. This list is not exhaustive.
- Work with and effectively communicate with the team structure including line management.

Core Functions:

To provide a high quality administrative service and ensure excellent customer care and experience for patients and other stakeholders.

To ensure that all Trust Policies and Procedures relating to role are adhered to.

Administrative Responsibilities

The post holder will work on their own initiative and make decisions within their remit, referring to their line manager as appropriate.

The role requires the individual to work as part of a multi-disciplinary team, to provide high quality individualised care to patients to achieve agreed KPI's.

The post holder will be predominantly office based and undertake the following activities:

- Receiving, recording, sorting and distributing any form of communication and take appropriate action including escalation where appropriate.
- Receive and make telephone calls to/from patients, relatives, GPs, wards and other NHS and non-NHS professionals/agencies, follow through all enquiries in a friendly and professional manner.
- Acting as a point of contact for patients, carers, relatives and other members of the multidisciplinary team.
- Dealing professionally with sensitive and challenging communication.

- Assist with arranging and administering appointments and clinics as required by the service, e.g. urgent and routine referrals, elective admissions, and help to manage diagnostic lists.
- Management of medical records including tracking, tracing, filing and retrieving inline with Trust Policy.
- Support the management of timely investigative reports/results and escalate to the relevant clinical team.
- Participate in clinic reconciliation appropriate to the service.
- Administration in relation to theatre and waiting lists as required by service.
- Arrange on call rotas (e.g. Consultant) as required.
- Transcription and or proof reading of clinics and other letters of a sensitive and confidential nature ensuring copy letters to other health care professionals / services are sent.
- Interrogate case notes to identify relevant information and to ensure accuracy of correspondence.
- Communicate complex and sensitive information to GPs and / or other health care professionals, in relation to patient's conditions and prognosis.
- Data collection, update, management and maintenance of databases relevant to service.
- Administer, coordinate and organise diaries and arrange meetings / events, resolving conflicting appointments and schedules.
- Make travel arrangements for team members in line with Trust policy as required by service.
- Collate documents and other preparatory items required for meetings pertinent to the service.
- Attend meetings, record and transcribe formal minutes of meetings as and when required.
- Word processing utilising Microsoft Office communication pertinent to the service.
- General administrative and clerical procedures including receiving and sending e-mails, filing, photocopying, scanning of documents and faxing as required
- Compliance with General Data Protection Regulations and patient confidentiality supporting processes for clinical governance and information governance.
- Undertake any other relevant administrative tasks that may be required for the effective running of the service.

The post holder will manage their workload effectively, applying prioritisation and time management skills, ensuring information is timely, accurate and complete and relevant for the purpose for which it is provided. The post holder will have an Admin Team Leader available for guidance.

	<p>The post holder will be proactive with respect to personal and professional development and become fully conversant with new developments affecting the role</p> <p>He/she must also be flexible both in availability and being able to offer cover for colleagues when they are absent from work due to annual leave or sickness etc.</p> <p>There may be a requirement to provide secretarial and administrative support to other departments as a member of the trust's administrative and clerical workforce.</p> <p>It is a requirement of the Trust that no secretarial support for private practice will be undertaken within contracted hours for the Trust.</p>
Clinical Responsibilities	<p>Provides and receives basic routine information to/from patients, occasionally of a sensitive nature in relation to appointments, correspondence and associated trust processes, policies and procedures.</p> <p>Will use their significant experience and knowledge base to resolve problems for patients, carers and staff in relation to appointments and diary commitments, analysing associated information to signpost, advise or decide on the best course of action.</p>
Management and Leadership	<p>The post holder will be a professional role model and mentor to new or less experienced members of the team. They will be required to demonstrate own activities, processes, and champion the Trust values.</p>
Responsibilities	<p>Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement training</p>
Policy and Service Development	<p>Champion and lead quality improvement initiatives across your immediate team and within your service</p> <p>Know where to access and comply with Trust policies and procedures.</p> <p>Supports the implementation of policies for own work area and proposes changes.</p> <p>Engage in discussion in relation to service development.</p> <p>To ensure standardisation and consistency across services.</p>

Research and Audit Responsibilities	<p>There are no responsibilities for research or development within the role.</p> <p>The post holder may be asked to participate in staff surveys or other methods of capturing staff views and experience.</p>
Managing Resources Responsibilities	<p>Undertake ad hoc duties to support the service as a whole.</p> <p>Arrange repair/replacement of office equipment that may be out of use. May be required to manage stock; monitor levels of office stationery and other supplies and preparing orders for authorisation.</p>
Education and Training	<p>The post holder will learn and develop existing skills appropriate to maintain standards and quality of care and ensure compliance with mandatory training and other role specific training.</p> <p>Compliance, and personal development and training needs, will be identified by participating in the trust's annual staff appraisal process.</p> <p>There is an opportunity for the post holder to assist with some people management activities to support with their personal development, and career aspirations for which guidance and training will be provided. Any request to do this and any activities agreed, should be clearly documented on the appraisal form. The post holder must be aware that this is undertaken on a voluntary basis. Please note that people management activity is not a requirement of the Higher Medical Secretary role and therefore this opportunity is optional.</p>
<p><i>The job description and duties may be subject to future review as the needs of the service change.</i></p>	

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Excellent communication and interpersonal skills Excellent planning, prioritisation and organisational skills Substantial working knowledge of secretarial/clerical processes</p> <ul style="list-style-type: none"> Efficient and accurate word processing skills Efficient and accurate proof reading skills Substantial working knowledge of functionality of Patient Administration Systems Understanding of a range of work procedures associated with outpatient clinic arrangements, secretarial office procedures and case note procedures <p>Knowledge of General Data Protection Regulations and patient confidentiality</p>	<ul style="list-style-type: none"> Trust experience; knowledge of STHFT policies and procedures 	<p>Application form/ Interview/Assessment</p>
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> GCSE in Maths and English or Functional Skills (level 2) NVQ3 level Secretarial or Business Administrative qualification or equivalent level of demonstrable experience <p>PLUS</p> <ul style="list-style-type: none"> Medical Terminology Qualification Level 2 or equivalent level or short courses or equivalent demonstrable working experience in accordance with the Trust's Medical 	<ul style="list-style-type: none"> Audio-typing qualification 	<p>Application form/ Interview/Assessment</p>

<p>Secretarial Development Framework</p> <ul style="list-style-type: none"> Customer care qualification, Level 2 or short courses or equivalent demonstrable working experience in accordance with the Trust's Medical Secretarial Development Framework 		
EXPERIENCE		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> Substantial secretarial and administrative experience <p>Extensive use of Office and Outlook, including word, excel and powerpoint, e-mail and internet</p>	<ul style="list-style-type: none"> Healthcare / STHFT, or any NHS Trust secretarial experience Previous experience working within a team 	Application form/ Interview/Assessment
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<p>High professional standards Excellent communication skills Customer focused</p> <ul style="list-style-type: none"> Sensitive, tactful and diplomatic Self-motivated Team player <p>Ability to prioritise own workload where there are competing demands, and work to tight deadlines when required Positive and enthusiastic</p> <ul style="list-style-type: none"> Personal resilience; ability to cope with additional workloads created as a result of staff shortages to ensure the service continues <p>Flexibility, 'can do' attitude, adaptable to changing demands</p>		Application form/ Interview

General Requirements:

1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must

challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

HR Use Only*Job Reference No:*

**South Tees Hospitals**
NHS Foundation Trust**APPENDIX 2****PROFILE SUPPLEMENT**

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos			X			Lifting boxes of medical records
Lifting weights/objectives above 15 kilos		X				
Using equipment to lift, push or pull patients/objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone/with passengers/with goods		X				
Invasive surgical procedures		X				
Working at height or in a confined space		X				
Concentration to assess patients/analyse information	X					Updating patient information systems and databases. Monitoring waiting lists
Response to emergency situations	X					Dealing with duty calls for consultants
To change plans and appointments/meetings	X					Arranging appointments for clinicians

depending on the needs of this role						
Clinical interventions		X				
Informing patients/family/carers of unwelcome news	X					Informing patients of cancelled appointments
Caring for terminally ill patients		X				
Dealing with difficult family situations		X				
Caring for/working with patients with severely challenging behaviour		X				
Typing up of formal minutes/case conferences	X					Minute-taking for meetings
Clinical/hands on patient/client care		X				
Contacts with uncontained blood/bodily fluids		X				
Exposure to verbal aggression	X					Telephone calls with patients (who may be upset about arrangements for appointments)
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust/dirt/fleas		X				
Exposure to harmful chemicals/radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X					Undertaking administrative duties for the service (e.g. eCAMIS; Fluency Flex; Inflex; Evolve; MS Teams)
Use of road transport		X				

