

<b>Job Title:</b>	Clinical Team Secretary
<b>Reports to (post title):</b>	Joanne Lee Admin Team Lead
<b>Evaluated Banding:</b>	3
<b>Role Purpose:</b>	
To provide an efficient, effective, confidential secretarial/administration/reception service within Community Services.	
<b>Role Context:</b>	
This role requires an experienced professional secretary who has a flexible approach to work and the ability to prioritise and work on their own initiative.	
<b>Trust Values</b>	
All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:	
<b>Trust</b> <b>Honesty</b> <b>Respect</b> <b>Compassion</b> <b>Teamwork</b>	
<b>Key Accountabilities</b>	<b>Performance Measures</b>
Provide an efficient secretarial/administration/reception support service.	Appropriate practices and agreed criteria are met
Produce high quality reports within agreed deadlines, as required.	
To undertake office duties including diary management and message management, opening, and distributing mail, operation of brought forward systems, dealing with telephone calls and enquiries, production of documents, typing and audio typing, photocopying, collating of documents and electronic filing, as well as general administration support services. To deal with requests and enquiries and forward them to the relevant team member.	Workload management and organisation is maintained
Facilitate meetings/investigations/disciplinaries including venue booking, refreshments, producing and circulating agendas, recording attendance and accurate minute taking.	
To be able to work flexibly and provide cover which may include the requirement to travel to different sites.	
To collect and maintain accurate team information with regards to	

<p>training undertaken, Clinical Supervision and any other database.</p> <p>To monitor and order stock and non-stock items, as required.</p> <p>Booking courses, accommodation, and travel requests, as and when required.</p> <p>To manage, update and maintain diary schedules, ensuring that conflicting and amended appointments are actioned appropriately.</p> <p>Responsible for ensuring that accurate work is completed within the time limits and standards set.</p> <p>To work effectively both independently and as a team member.</p> <p>Responsible for own Mandatory Training requirements.</p> <p>To ensure medical records are filed in line with Information Governance procedures.</p> <p>Resolve or signpost queries from patients, carers, internal departments and external agencies as appropriate.</p> <p>To ensure patient referrals are processed and to timely input, update, maintain information and resolve queries on the patient database.</p> <p>To ensure patients' notes are pulled, requested, and tracked in a timely manner in preparation for the clinics and ensure any follow-ups/ appointments are actioned.</p> <p>To undertake any other duties that would be a reasonable expectation of the role.</p>	
---	--

### Dimensions

To provide efficient and comprehensive secretarial and administrative support to the medical and clinical staff within the Psychological Therapies Service. Hybrid working supported.

### Safeguarding

All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support.

<b>Disclosure and Barring Services</b>
Where this post relates to the types of work, activity, employment or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.
<b>Infection Control</b>
All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role.
<b>Equality and Diversity</b>
All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.
<b>Sustainability and Net Zero – Supporting Our Green Plan</b>
It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.
<b>Data Quality Statement</b>
All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.
<b>Communication</b>
Excellent communication skills are essential within this role. This will involve the regular contact and exchange of confidential, sensitive information between staff, patients, carers and internal/external agencies, using tact and diplomacy in a form that is appropriate to them and the situation, and constructively manages barriers to effect communication.
Maintain a position of integrity at all times whilst appreciating the need for a high level of confidentiality when dealing with patient/carers information and issues appertaining to this post, in line with Caldicott

principles, the Data Protection Act and any new legislation arising in the future. Communicating in a manner and keeping accurate and complete records that are consistent with relevant legislation, policies and procedures.

### **Knowledge, Training and Experience**

Typing/Word processing qualification to RSA/OCR III standard or equivalent level of experience

Knowledge of a full range of Business & Administration procedures acquired through NVQ Level 3 **or** proven practical experience

Be proficient in the use of IT systems including Microsoft Office – Excel, Outlook, Word, Database & internal systems including Patient and staff Information systems

Good general education including English Language and Maths to GCSE or equivalent

Accurate minute taking skills

Ability to meet deadlines

Ability to work on own initiative

Excellent organisational skills

Team player

Understanding of data protection and maintaining strict confidentiality

Excellent communication skills

Experience of working in a customer-facing role

Experience of working in a busy environment

### **Analytical and Judgement Skills**

Intercept and take appropriate action from messages received and ensure that all information is transmitted to relevant parties.

Analyse and action data quality issues on Patient Information Systems.

To manage, update and maintain diary schedules, ensuring that conflicting and amended appointments are actioned appropriately.

### **Planning and Organisational Skills**

Prioritising and organising own workload in a busy office environment.

Be responsible for the coordination, booking and organisation of events.
Be responsible for booking meetings and ensuring that all relevant documentation is available.
<b>Physical Skills</b>
Advanced keyboard skills.
Ability to travel across Trust sites.
<b>Responsibility for Patient/Client Care</b>
Provides non-clinical information to patients, carers and/or relatives.
<b>Responsibility for Policy/Service Development</b>
Propose new policies and ways of working in own work area.
The duties and responsibilities of the post will be undertaken in accordance with the Policies, procedures, and practices of Nottinghamshire Healthcare NHS Foundation Trust.
It is the post holder's responsibility to ensure they keep up to date with these policies and other policy documents.
<b>Responsibility for Financial and Physical Resources</b>
Monitor and order departmental stock and non-stock items in line with Trusts Standing financial instructions.
<b>Responsibility for HR</b>
Demonstrate duties to new starters as appropriate.
Day to day supervision of staff within the department to include monthly 1:1 supervisions.
<b>Responsibility for Information Resources</b>
Take and transcribe formal minutes of meetings/investigations/disciplinarys.
Collation of accurate data in a timely manner.
Produce correspondence, reports and all other relevant documentation.
<b>Responsibility for Research and Development</b>
To undertake surveys/audits, as necessary in own area of work.
<b>Freedom to Act</b>

<p>Manages own workload and is required to work independently.</p> <p>Work is managed rather than supervised.</p>
<b>Physical Effort</b>
<p>There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.</p> <p>There is a frequent requirement for light physical effort for several short periods during a shift (i.e. setting up meeting/training rooms, carrying equipment and office supplies).</p>
<b>Mental Effort</b>
<p>Frequent concentration required for typing complicated documents and producing Excel reports, including graphs and charts.</p> <p>Work pattern unpredictable as may be asked to re-prioritise work at short notice.</p>
<b>Emotional Effort</b>
<p>Frequent exposure to distressing or emotional circumstances when dealing with patients and staff.</p> <p>Indirect exposure to distressing or emotional circumstances when typing letters and reports of a sensitive nature.</p>
<b>Working Conditions</b>
<p>Exposure to a Display Screen Equipment (DSE) is frequent in line with H&amp;S guidelines.</p> <p>There may be a requirement for lone working on occasions.</p>
<b>Organisation Chart</b>
<p style="text-align: center;">Admin Team Lead</p> <p style="text-align: center;">Clinical Team Secretary (this post)</p>
<b>Our promise to you</b>
<p>We will ensure that you are supported and lead in line with our Trust Values: <b>Trust</b>, <b>Honesty</b>, <b>Respect</b>, <b>Compassion</b> &amp; <b>Teamwork</b></p>



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



## Signatures

After reviewing the document please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

## EMPLOYEE SPECIFICATION FOR THE POST OF CLINICAL TEAM SECRETARY

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values and Behaviours	<ul style="list-style-type: none"> <li>All colleagues are expected to demonstrate that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: <b>Trust Honesty Respect Compassion Teamwork</b></li> <li>All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation</li> </ul>				Application & Interview  Application & Interview
Physical Requirements	<ul style="list-style-type: none"> <li>Requirement for sitting in a restricted position for a substantial proportion of the working time</li> <li>There is a frequent requirement to set up meeting/training rooms</li> </ul>	5			Application form Interview
Qualifications - Academic / Craft / Professional	<ul style="list-style-type: none"> <li>Typing/word processing qualification to RSA/OCR III standard or equivalent level of experience</li> <li>Knowledge of a full range of Business &amp; Administration procedures acquired through NVQ Level 3 or proven practical experience</li> </ul>	5	<ul style="list-style-type: none"> <li>ECDL</li> <li>Medical terminology</li> <li>Audio typing</li> </ul>	3	Application form
Training	<ul style="list-style-type: none"> <li>Microsoft Office i.e. Database, Excel, Word, Powerpoint</li> <li>Minute taking</li> </ul>	5			Application form Interview



Attribute	Essential	Weight	Desirable	Weight	How Identified
Experience	<ul style="list-style-type: none"> <li>Scheduling/diary management</li> <li>Minute taking</li> <li>Experience of working in a customer-facing role</li> <li>High level Microsoft Office software</li> <li>Previous experience of working in an office environment</li> <li>Ability to work as an effective team member</li> </ul>	5	<ul style="list-style-type: none"> <li>Experience of working within the NHS</li> <li>Knowledge of Patient Information Systems</li> </ul>	3	Application form Interview
Knowledge	<ul style="list-style-type: none"> <li>Computer literacy including Word, Excel, Outlook, Database</li> <li>Maintain electronic records/information on computer</li> </ul>	5			Application form
Skills	<ul style="list-style-type: none"> <li>Excellent interpersonal/communication skills, including excellent written and verbal skills</li> <li>Administrative skills</li> <li>Excellent telephone manner</li> <li>Good interpersonal skills</li> <li>Good numeracy and literacy skills</li> <li>Numerate</li> </ul>	5			Application form Interview
Contractual Requirements	<ul style="list-style-type: none"> <li>Ability to travel between venues</li> <li>Requirement to complete Mandatory Training</li> </ul>	5			Application form Interview

**PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT**