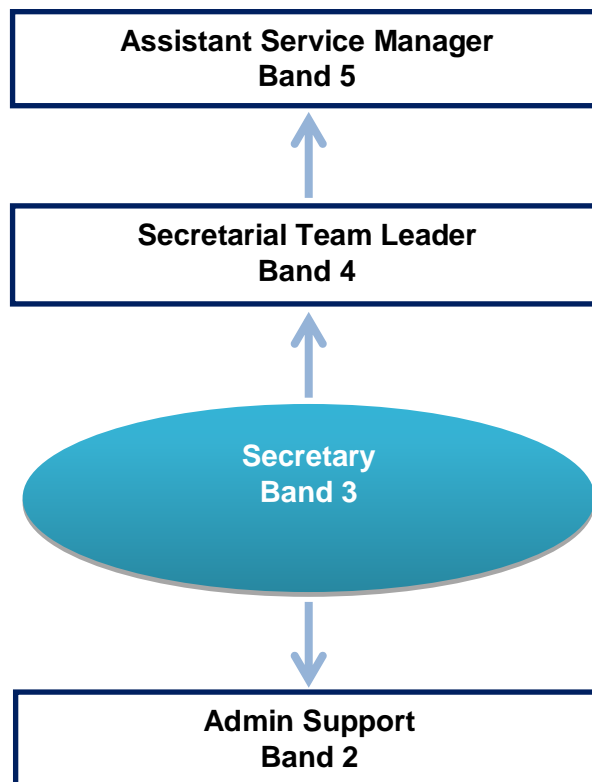


Welcome to the Countess of Chester

Secretary – Band 3



Your opportunity

Job summary

You will contribute and commit to promoting a positive team-based attitude, striving for the highest standards of service and achieving excellence by providing a comprehensive secretarial service and administration support to the Team. You will be expected to work with minimum supervision but within a close-knit team. All work must be carried out in a timely and accurate manner, with confidentiality being maintained at all times.

The list below is to outline the main duties involved; however this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

Administrative responsibilities

1. To provide a comprehensive secretarial service to the consultants as part of the secretarial team, managing a busy workload and shifting priorities.
2. To deal with enquiries from patients, relatives, GP's and hospital staff in an effective, timely and sensitive manner, answering queries and resolving problems appropriately while ensuring patient confidentiality is maintained at all times.
3. To type clinic letters, referrals and other correspondence using digital dictation, prioritising urgent and Fast Track correspondence while also maintaining awareness of Trust targets for outpatient letters.
4. To participate with the team in administering the Email Advice service, including logging activity within time limits and accurately recording clinical advice on the electronic patient record.
5. To ensure that all incoming outpatient referrals, ward referrals, Fast Track referrals and test results are passed to the appropriate consultant/practitioner on the day of receipt. To maintain a log of incoming referrals and outcomes.
6. As directed, to arrange routine and urgent patient appointments, involving liaising with the patient, GP, wards and other departments as necessary. To ensure that referral letters are available to the clinical team at the patient's first appointment.
7. To deal with incoming mail and distribute for action as appropriate, drafting replies on instructions from the Consultant. To keep a comprehensive filing system of general information.
8. To ensure that all case notes are tracked and handled appropriately and that information is scanned promptly and accurately onto the electronic patient record in accordance with Health Records Policy.
9. To co-ordinate all aspects of meetings and appointment arrangements as required, including maintaining an Outlook Calendar, confirming staff availability, booking rooms, arranging catering, constructing agendas, taking, typing and distributing minutes.
10. To maintain an awareness of Consultant annual/study/professional leave, monitoring



the impact of this to identify service implications and take action as appropriate.

11. To obtain all necessary documentation including case notes, results and statistics to assist in reporting, conducting audits and running clinical meetings. To produce PowerPoint presentations, flowcharts and protocols.
12. To maintain stock control of office supplies, requisitioning consumables as required.

Education, development and improvement responsibilities

1. You will undertake any training deemed necessary, including all mandatory training and participate in the induction and training of new staff.
2. You will ensure communication regarding patient care is prompt which may involve embracing new ways of working and new technology.

Leadership responsibilities

1. To support, train and allocate work to support staff.
2. Actively to participate in the continuous evaluation and improvement of the service, proposing changes you think would be beneficial.
3. To ensure you are familiar with the practices of other team members and to ensure you communicate any change in your own practices, so that adequate secretarial cover is maintained within the specialty.
4. To ensure SOP's are updated as necessary and that adequate instructions are left at times of handover.
5. On a short term basis and as directed, provide cover for the Team Leader.

Information governance responsibilities

1. To comply with the Trust policies regarding security, safety and patient confidentiality.
2. Ensuring the safe disposal of confidential waste.

All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department.

All employees of the Trust have the responsibility to comply with the Trust's infection prevention and control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

You have a responsibility to respond to any safeguarding children or adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate and the relevant safeguarding lead within the Trust.

Person specification

	Essential	Desirable
Qualification	NVQ Level 3 or equivalent GCSE standard (English) or equivalent	RSA Typing III Audio/short hand typing qualification AMSPAR Medical Secretarial Diploma or equivalent
Knowledge and experience	Touch typist Recent secretarial experience Knowledge of Microsoft Office Packages	Experience as medical support secretary or medical audio typist Knowledge/ experience of specific patient administration systems Knowledge of Medical Terminology Knowledge of NHS or other health/social care settings
Skills and abilities	Ability to be reliable and flexible Positive attitude Ability to cope well with change Able to communicate clearly and appropriately with people at varying levels A professional manner Able to undergo further training or development Patient centred values	

Occupational health

	What you need	Conducted by	Essential
Health screening	Paper documentation and health assessment	Occupational health nurse	Yes
Maintenance staff immunity required	Hepatitis A	Occupational health nurse	Yes, vaccination recommended
Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045			

Our culture

Our vision

We will improve the lives of our community and provide excellence in health and care, through partnership and innovation.

Our values

Our Trust values and behaviours guide the way we do things. Our values are:

- **Safe:** Avoiding harm and reducing risk to all
- **Kind:** Considerate and non-judgemental
- **Effective:** Consistently maximising resources to deliver excellent and reliable care.

Our behaviours

We expect our staff to demonstrate the following behaviours:

