

Job Description

Job Title	Clinical Typist Paediatrics
Band	Band 3
Reports To	Service Coordinator/Assistant Service Manager
Accountable To	Assistant Service Manager Service Manager

Job Summary

The post-holder will provide a typing service and administrative support to the Paediatric Acute/Community Service at Epsom General Hospital.

Main Responsibilities and Duties

- Work with Dictate IT to review letter accuracy – add any information needed. Full typing skills and ability to work with clinical correspondence according to clinical priority in line with agreed standards of speed and accuracy and within the locally and nationally agreed timeframes.
- Promptly file case notes, correspondence and investigation results
- Ensure that all correspondence is checked and digitally signed by the appropriate consultant and sent out appropriately.
- E-mail clinical correspondence to GP/originating referrer and send copy letters to patients
- Maintain quality assurance, accuracy, quality and turnaround times
- To liaise and work with patient pathway coordinators and other staff in order to support the best possible administration of the patient pathway
- To prioritise own workload appropriately, referring any service concerns to the Team Leader in a timely manner
- Assist in developing office and typing practices to continually improve the service provided
- Handle data relating to patients of a confidential nature, ensuring appropriate treatment of confidential information.
- Upload and download voice files and maintain the voice file tracking system.

- Maintain good relationships with patients and other members of staff, ensuring a high degree of confidentiality and integrity at all times.
- Be an active team member with joint responsibilities for providing a high quality service to all clinics within the team, taking part if necessary to work in a flexible way in providing cover to clinics on the Epsom site.
- Adhere to NHS Data Standards and Definitions in order to ensure Trust meets data quality standards.

The post holder will undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the provision that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job.

Equal Opportunities

The Trust affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age.

The Trust has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position to gain or benefit themselves, their family or friends.

Confidentiality and Disclosure of Information

In the course of your normal employment you may come into the possession of confidential information relating to patients, staff and the Trusts business and commercial information. All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

Health And Safety

The Trust operates a Health and Safety policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environments for employees, patients and visitors.

Infection Control

The Trust is committed to the prevention and control of infection, and operates an infection control policy. It is the responsibility of all employees to be aware of the infection control policy and procedures and the importance of protecting themselves, patients and visitors.

Risk Management

Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk.

The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public.

The Trust aims to have 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care.

You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses, which you must attend.

Working Time Regulations

The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain Management authorisation and will be required to sign an opt-out agreement which will be placed on file.

Improving Working Lives

In line with the NHS Plan, Epsom and St Helier University Hospitals Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance we can develop higher standards of healthcare and patient choice.

In order to support staff the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a cyber café for internet access, a wide range of staff discounts, various recognition schemes and special annual events.

There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

Smoking

The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke on-site.

Alcohol and Drugs

The consumption of alcohol or drugs is strictly prohibited whilst on duty. The Trust operates a substance abuse policy which employees should make themselves familiar with.

Security

All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities Whilst on Trust property. Any security incidents should immediately be reported to the security office.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Knowledge and Skills Framework (KSF)

All staff excluding Doctors and Dentists are required to participate in The NHS Knowledge and Skills Framework. This is an annual appraisal process linking career and pay progression. All staff will be required to attend mandatory training on the Knowledge and Skills Framework before they can embark on the appraisal process.

Further information and copies of the Trusts Policies and Procedures can be found on the Trust's Intranet, Via Departmental Managers or within the Human Resources Department.

Person Specification - Job Title: Clinical Typist/Administrator

	Essential	Desirable	Method of Assessment
Qualifications and Training	<ul style="list-style-type: none"> • Good standard general education • RSA II Typewriting, word processing or equivalent • Demonstrable working knowledge of Microsoft packages including Word • AMSPAR qualification 	<ul style="list-style-type: none"> • RSA II typing or equivalent • ECDL • Medical terminology qualification • NVQ Level 2 Admin and Clerical 	Application/ Interview
Experience	<ul style="list-style-type: none"> • 1 year minimum clerical experience including typing services • 1 year minimum customer care experience. 	<ul style="list-style-type: none"> • Previous hospital or NHS experience • Experience of using digital transcription equipment 	Application/ Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent communication skills. • Knowledge of medical terminology • Fast and accurate audio typing skills and ability to accurately transcribe complex audio voice files • Accurate touch typing • Ability to assimilate new practices and knowledge • Computer literacy, numerate. 	Knowledge of Comm Paediatrics	Application/ Interview

<p>Other relevant requirements</p>	<ul style="list-style-type: none"> Regular attendance and willingness to work flexible hours as necessary 		<p>Application/ Interview</p>
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