



Together

LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

JOB DESCRIPTION

JOB TITLE: **Medical Secretary/Team Leader – Neurology**

DIRECTORATE: Medicine

REPORTS TO: Clinical Support Manager

ACCOUNTABLE TO: Clinical Support Manager, Speciality Business Manager

KEY RELATIONSHIPS: Clinical Staff
Clinical Support Manager
Speciality Business Manager
Support Secretary
Admin Assistant
Booking Team Member

DIRECT REPORTS: Support Secretary
Admin Assistant

LOCATION: Royal Preston Hospital

BAND: 4

HOURS: 37.5 per week

NB: The post holder may be required to work in other departments across our hospitals including across our sites.

DBS (Criminal Record) check level required for role:

Please indicate the level of DBS check required in this role	None	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
	x					x

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	2	2	2	2	1

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Role Summary

You will provide a medical secretarial service to several Neurology Consultants as well as working closely alongside other staff within the Neurology Team. The work will cover a wide range of duties and the applicant must therefore be able to demonstrate a flexible approach to all working relationships.

Under the supervision of the Clinical Support Managers, the post holder will be responsible for the line management and day to day management of a team of support medical secretaries and administration staff. Typing and downloading of clinical correspondence letters using DICT8 8 and Alma systems.

The post holder will demonstrate excellent organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

The ability to use your initiative and work as a member of a busy team is essential.

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.











Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.




Taking Personal Responsibility


Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
Develop and maintain effective working relationships with clinicians, managers and others within the Medicine Division and Trust wide service users.	<ul style="list-style-type: none"> Keeps manager up-dated on work, updating timelines. Actively seeks information from managers to update team members on issues / developments. Recognises appropriateness of information to be disseminated 					
<ul style="list-style-type: none"> Provide administrative and secretarial support to consultants. The post holder will often be the first point of contact for patients and clinicians and will be expected 	<ul style="list-style-type: none"> All secretarial duties undertaken in line with departmental operating 					

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<p>to work independently using their own initiative with minimal direct supervision.</p> <ul style="list-style-type: none"> • Responsible for day to day management and practical training of medical secretarial support staff. • Undertake Medical Secretarial duties • Collation of papers for consultants in support of the preparation for meetings/presentation or the development of reports etc • Typing of clinic letters or other correspondence produced by consultants, junior medical staff and any other staff. • Downloading of clinic letters from Dict8 system • Filing of reports and results. • Action results for cancer patients, ensuring medical and nurse specialists are aware of the results. • Where necessary undertake the management of waiting lists for the Division. • Where necessary coordinate staffing rotas for the medical secretary and support secretarial/admin team. 	<p>procedures in an accurate and timely manner, no complaints received about the quality or quantity of work produced.</p> <ul style="list-style-type: none"> • Treat all members of the team in a fair and consistent manner, in line with Trust policies. • Regular team meetings scheduled throughout the year. • All waiting lists are managed in accordance with Trust standards. • All rotas are covered appropriately. • 					
<p>Team Leadership</p> <ul style="list-style-type: none"> • Lead the secretarial / Admin team to sustain a high level of quality, service efficiency and effectiveness and ensure work is carried out following Department and Trust guidelines • Lead the secretarial team / admin team to ensure annual appraisal and review, CPD, annual training and PDP are met. 	<ul style="list-style-type: none"> • Manage Induction Packages for new team members • Organise Training as requested • Monitoring of staff training compliance • Attend relevant Divisional team meetings and provide positive feedback to the team. 					

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<ul style="list-style-type: none"> • Promote Team identity and create positive working conditions to allow a high quality, efficient and effective Team. • Assist in recruitment and selection processes. • Facilitate with sickness absence reporting and Healthroster monitoring. • Contribute to any service review process as requested • Promote the implementation of best practice; ensure professional standards within the secretarial team are maintained in line with IG, national standards and legal requirements and organisational policies. • Performance Management 	<ul style="list-style-type: none"> • Produce accurate documentation with regards to complaints, incidents/Datix. • Support the secretarial Team with any changes in policies, standard operating procedures, guidelines or systems. • Regular update of Healthroster to facilitate staff attendance management. • 					
<p>Services and Project Management</p> <ul style="list-style-type: none"> • Support Clinical Support Managers with service changes and developments • Monitor Dict8 and update Clinical Support Managers weekly • Display Screen Equipment Assessments as required 	<ul style="list-style-type: none"> • 1-2-1 meetings with Clinical Support Managers to provide a review of workload and a summary of updates and actions. • Organise Team Meetings – an accurate reflection of minutes to be completed. • 					

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Teaching Hospital & Learning Organisation

As a teaching hospital and an organisation committed to continuous learning, we offer a broad range of education and training to staff and students/trainees/other learners. All post holders are expected to fulfil mandatory training requirements, engage in continuous learning and support education and training of others commensurate to their role.

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by our organisation
- Trust Standing Financial Instructions
- Working within Data Protection Legislation, Health & Safety at work Act 1974, maintain confidentiality at all times, as required by legislation and our policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all policies, procedures and initiatives relating to information governance - this will include, but not limited to, data quality improvements, confidentiality and information security
- To take personal responsibility for safeguarding and ensuring the quality of information

Behaviour

The post holder will be expected to:

- Support the aims and vision of our organisation
- Act with honesty and integrity at all times
- Be a positive ambassador for the organisation
- Demonstrate high standards of personal conduct
- Set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the organisational commitment to equality and diversity
- Take personal responsibility for their words, actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST:

Band:

DIRECTORATE / DIVISION:

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> GCSE Grade C or above English & Maths Good General Education Excellent keyboard skills 	<ul style="list-style-type: none"> RSA 2 or 3 or equivalent typing skills AMSPAR ECDL or equivalent 	<ul style="list-style-type: none"> Application form Interview Assessment
Knowledge & Experience	<ul style="list-style-type: none"> Efficient in the use of Microsoft Word for Windows Experience of Outlook and Excel. Effective team working Experience of working in busy environment and ability to change priorities to meet deadlines, effective delegation skills. Able to manage own workload, plan the work for others, work autonomously as part of a team. 	<ul style="list-style-type: none"> Previous Medical Secretary or PA experience Experience of staff management & supervision Knowledge of medical terminology Audio typing experience 	<ul style="list-style-type: none"> Application form Interview Assessment
Skills & Abilities	<ul style="list-style-type: none"> Able to use own initiative and work without supervision Ability to communicate relevant and precise information in a concise format Demonstrate a proactive approach to health and safety Good IT skills Excellent organisational skills 	<ul style="list-style-type: none"> Knowledge of Trust based systems Undertake appraisals Possess excellent interpersonal patient/colleague skills with a requirement for negotiation, diplomacy and tact & ability to recognise own behaviour and its impact on others 	<ul style="list-style-type: none"> Application form Interview Assessment
Values & Behaviours	<ul style="list-style-type: none"> Professional approach – understanding confidentiality/effective communicator Enthusiastic and positive approach to working in a busy office setting with the ability to adapt to changing situations/priorities 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Assessment

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	<ul style="list-style-type: none">• Willing to work in a flexible manner• Ability to work under pressure and deal with unpredictable issues as they arise on a daily basis• 		
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