

JOB DESCRIPTION

Job Title:	Medical Secretary - Cardiology
Band	Band 3
Directorate:	Medicine
Department:	Cardiology
Location:	Royal Bournemouth Hospital
Accountable to:	Administration Manager / Team Leader
Main Purpose	To provide a full comprehensive secretarial service to a Consultant Cardiologist and/or other medical staff within the team

General Duties

- Typing clinic/additional letters to GPs, patients and other Allied Health Professionals.
- Provide a fast, accurate audio typing service using the Trust electronic systems. Excellent Proof reading skills
- Covering other secretaries during periods of absence.
- Clinic preparation.
- Diary Management.
- Process referrals and booking appointments.
- Relieve the Consultant of administrative tasks not pertaining to clinical work, wherever possible.
- To ensure the values of UHD are maintained and practised on a daily basis ensuring all patients are treated with dignity and respect to ensure a high standard of service is maintained.
- General administration duties, as required.

Communication and Working Relationship Skills

- Frequently liaise with all levels of staff.
- Ensure that the telephone is always attended during normal working hours.
- Liaise with General Practitioners, other hospitals and agencies as required.
- Deal with queries involving confidential documents regarding a wide variety of information without recourse to others, recognising when issues should be referred and

to whom.

- Maintain working relationship with own and other departments.

Analytical and Judgemental Skills

- Ability to deal with stressful situations such as tight deadlines in an environment of frequent interruptions.
- Transcription of complex and confidential material.
- Exercise judgement when dealing with enquiries.
- Analyse information to resolve problems for patients, carers and staff, e.g. on appointments, diary commitments

Planning and Organisational Skills

- Ensure that all patients attending the outpatients clinics have undergone all necessary investigations and that the results are available at the patients attendance time.

Responsibility for Patient/Client Care, Treatment and Therapy

- Take calls from anxious and distressed members of the public or staff, requiring skill and sensitive handling.
- Deal appropriately with telephone calls from GPs, patients, medical staff, nursing staff, hospital departments etc.
- Use the hospital computer system to retrieve information about patients' records and for clinical tracking.
- Arrange investigations for patients with the appropriate department, advising patients by letter or telephone and obtain results.
- Draw the Consultant/Medical staff's attention to any results of key importance or abnormality within the guidelines agreed and the post holder will then action any results within specified procedures.
- Ensure all relevant information is obtained for patients to be discussed at the Cardiology multidisciplinary meetings.

Responsibility for Policy / Service Development

- In conjunction with the Admin Manager develop significant administrative procedures to enhance the smooth and efficient management of the department, and help implement and maintain service improvements/projects.
- Identify standards to provide a high quality service to meet corporate objectives and expectations.
- To try and ensure that clinic correspondence is typed and sent with 48 hours as per Trust policy.

Responsibility for Finance, Equipment and Other Resources

- Responsible for the safe use of equipment
- Responsible for maintaining stock control within the admin office, i.e. paper and stationary

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- To use RBH Intranet and internet where required for information. To work closely with other secretaries to share information and duties.

Responsibility for Information Resources and Administrative Duties

- Participate as required in all aspects of the Directorate information systems, hospital wide systems and with external agencies/systems as necessary.
- To maintain a comprehensive record of statistics associated with referrals to the hospital and report on these as required..
- Maintain and update databases.

Responsibility for Research and Development

- Store and collate statistical figures and graphical information for various studies or information required.
- Keep research files and filing system for easy access to information.
- Maintain a record or data relevant to Audit.

Freedom to Act

- Is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standard are to be achieved.
- Manages own workload.

Mental, Physical, and Emotional Effort

- Manage own workload with frequent interruptions.

Any Other Specific Tasks Required

- It may be necessary for the post holder to cover their colleagues whilst on annual leave and perform duties advised by the Admin Manager.
- Adequate information must be conveyed for others to be able to stand in for the post holder in their absence.
- It is the responsibility of the post holder to inform the Admin Manager of any fluctuations in the work load and report as early as possible any difficulties arising from an inability to complete work in time or effectively.
- It may be necessary for the post holder to assist with their colleagues work load and perform any other duties as advised by the Admin Manager.

Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £201 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation change activity taking place following the merger of two hospital trusts to form University Hospitals Dorset NHS Foundation Trust last October.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone –

users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared

for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.