

JOB DESCRIPTION

Job Title:	Consultant Secretary
Band	Band 4
Care Group	Surgical Care Group
Directorate:	Surgical
Department:	Surgical Secretaries
Location:	Surgical Secretariat Royal Bournemouth Hospital
Accountable to:	Amanda Linford - Surgical Secretaries Manager
Accountable for:	N/A
Main Purpose	Working as part of a team the post holder will support the provision of a high quality secretarial and administrative service to Consultants and Clinical team within in the VascularTeam.

General Duties

To provide an efficient secretarial service within the Vascular Secretariat and Clinical team. This will involve the typing of all clinical correspondence i.e. clinic letters, reports, booking of appointments etc. using audio/Digital Dictation systems

Communication and Working Relationship Skills

Deal appropriately with telephone calls from GP's, patients, medical staff, nursing staff, hospital departments etc especially in the absence of the Consultant secretary.

Ensure that the telephone is always attended during normal working hours, if only with a message facility in the absence of the post holder.

Liaise with General Practitioners regarding patient care and pathways.

Liaise with other hospitals and agencies regarding the transfer of patient's ongoing care.

Take calls from anxious and distressed members of the public or staff, requiring skill and sensitive handling, without recourse to others other than in exceptional cases

Analytical and Judgemental Skills

To take initiative in the organisation, administration and communication to minimise the demands upon the consultant.

Deal appropriately with telephone calls from GPs, patients, medical staff, nursing staff, hospital departments etc.

Dealing with queries involving confidential documents regarding a wide variety of information, recognising when issues should be referred, and to whom.

Planning and Organisational Skills

To provide a full comprehensive secretarial service to within the Vascular Secretariat and the medical teams

Responsibility for Patient/Client Care, Treatment and Therapy

Ensure that all patients attending the Out-patient clinics have undergone all necessary investigations and that the results are available at the patient's attendance times.

Arrange investigations for patients with the appropriate department, advising patients by letter or telephone and obtain results.

Ensure that all reports and investigations are correlated and available on the electronic hospital system, (TEAMS).

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 Multidisciplinary Meetings.


It may be necessary for the post holder to cover their colleagues whilst on annual leave and perform duties advised by the Consultant Secretaries 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 Team Manager (Surgical Secretariat) of any fluctuations in the workload, 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 workload – this encompasses all specialities within the Surgical Secretariat.

Responsibility for Policy / Service Development
<p>Attending training sessions as appropriate.</p> <p>Be aware of and implement all relevant Trust Policies and procedures</p>
Responsibility for Finance, Equipment and Other Resources
<p>Be aware of and implement cost savings as directed by Surgical Secretarial Manager.</p>
Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management
<p>To provide the development and training of secretarial and admin staff within their area of responsibility.</p>
Responsibility for Information Resources and Administrative Duties
<p>The post holder is expected to undertake administrative tasks not pertaining to clinical work whenever necessary.</p> <p>To maintain a comprehensive record of statistics associated with referrals to the hospital and report on these as requested.</p> <p>Use the hospital computer system to retrieve information about patients' records and for Clinical Record Tracking.</p>
Responsibility for Research and Development
<p>Keep research files and filing system for easy access to information.</p>
Freedom to Act
<p>Be self-motivated, prioritise own workload and work flexibly and independently without direct supervision but to request advice and support as required or appropriate from line manager (Urology Team Leader and Surgical Secretariat Manager).</p> <p>Be guided by and follow Trust processes and policies.</p>
Mental, Physical, and Emotional Effort
<p>Concentration for transcribing, typing complicated documents</p>

Any Other Specific Tasks Required
Perform any other duties as advised by the Surgical Secretariat Manager
Organisational Structure of Department
 <pre> graph TD A[General Manager Surgical Care Group] --> B[Consultant Secretary Band 4] </pre>

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.

Partnership with Bournemouth University

We are proud to be affiliated with Bournemouth University, and working closely in partnership with them, this provides us with the opportunity for establishing joint posts, shared learning and training, sharing facilities, and joint project work.

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.