

JOB DESCRIPTION

POST: SUPPORT MEDICAL SECRETARY

BANDING: 3

ACCOUNTABLE TO: OPERATIONAL SERVICE MANAGER

Job Summary

- To provide a support service to the PAs and Consultants in the service lines
- To manage the efficient and timely completion of all typing in the service lines including clinic letters and discharge letters

Principal Accountabilities

- Typing of all clinic letters, discharge letters, results letters for the allocated priority service
- Assist in the typing for allocated secondary service
- Complete typing as allocated by the service PAs
- Update iCS with completed typing
- Inform PA of any instructions on dictation of clinic letters etc
- List patient when letter instructs

Organisational

Patient experience

- Completion of the audio-typing of clinical and non-clinical correspondence within the service line and within set timescales.
- Escalating issues to PA
- Maintaining the confidentiality of patient information at all times

Team working

- Coordinate cover of duties across Business Support during periods of holiday and / or sickness.
- Completing all typing and administrative tasks such that other team members are able to carry out their duties ensuring an efficient and effective administration service is provided to patients and Consultants and in accordance with communicated KPIs

Communication

- Responding to queries in a caring, sensitive and reassuring manner. Use initiative when dealing with enquiries, escalating as appropriate.
- Providing information to the management team when requested and use initiative to escalate any issues as appropriate.
- Communicating with GPs other external agencies
- Providing information to staff in other departments
- Escalating issues to the PAs as appropriate

Policy & Service Development

- Being aware of and adhering to administrative procedures and protocols relevant to the post.
- Observing the provisions of and adhering to all Trust policies and procedures
- Required to comment on, implement and adhere to secretarial / administrative procedures and protocols.

Data Management

- Recording all information as required on PAS including amendments

Quality

Training

- Attending mandatory training in accordance with Trust policy
- Participating in in-house training and updating of skills as required
- Demonstrating on going learning and development related to the role

General Statements

- Attending team meetings where required
- Maintaining confidentiality and abide by the Data Protection Act.
- Being familiar with and following health and safety policy and procedures and to be aware of individual responsibilities under legislation, drawing any areas of potential risk to the attention of managers
- Ensuring completion of timely PDR/Appraisal process with designated line manager
- Being able to demonstrate Trust values and behaviours (outlined in staff handbook) at all times
- Undertaking any other duties which are deemed appropriate to the band

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the postholder.

CONFIDENTIALITY

All employees must adhere to policies and procedures relating to Information Governance, Confidentiality and Information Security.

RISK MANAGEMENT

The Trust is committed to approaching the control of risks in a strategic and organised manner.

The post holder must be aware of their individual responsibilities as detailed in the Trusts Risk Management, Health & Safety and Incident policies, and those under the Health and Safety at Work Act. This includes the reporting of any untoward incident, accident, potential or actual hazard identified.

SAFEGUARDING

All staff are required to be familiar with the arrangements for safeguarding children, young people and vulnerable adults and support the organisation in promoting the welfare of children, young people and vulnerable adults.

Staff working directly with children, young people and vulnerable adults will have a responsibility to ensure safeguarding and promoting their welfare forms an integral part of their duties.

Staff who come into contact with children, vulnerable adults, parents and carers in the course of their work and/or have access to records will have responsibilities to safeguard and promote the welfare of children, young people and vulnerable adults.

Staff who come into contact in the course of their duties, with parents, carers or other significant adults or children, young people and vulnerable adults should always be mindful of safeguarding and promotion of the welfare of these individuals.

HEALTH AND WELLBEING

The Trust is a Health Promoting Hospital. The Trust expects that when you are presented with opportunities to improve the lifestyle of our patients you seek help

from appropriately trained clinical staff to ensure patients are supported and assisted in making the necessary lifestyle changes. This is in accordance with best practice as described in the DoH white paper “Choosing Health – Making Healthy Choices Easier”.

EQUAL OPPORTUNITIES

The Liverpool Heart & Chest Hospital NHS Foundation Trust is committed to achieving equal opportunities. All employees are expected to observe this policy in relation to the public and fellow employees.

All staff are expected to adhere to, and act in accordance with, the values & behaviours of the Trust.

This document is intended to be used as a guide to the general scope of duties involved in this post. It is not exhaustive and should not therefore be used as a rigid specification. It will be kept under review and amended as required in consultation with the post holder.

Created by	Patient Access and Administration Manager	Date	26th August 2015
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