

JOB DESCRIPTION

Job Title:	Support Secretary
Band:	3
Base:	Queen Victoria Hospital, East Grinstead
Business Unit / Department:	Corneo Plastic Unit
Reports to:	Service Co-ordinator
Accountable to:	Service Manager

1. Job Summary:

To provide secretarial and administrative support to the corneal team. Reporting to the Service Coordinator and working closely with Medical Secretaries in order to ensure the delivery of the service within NHS targets and Referral to Treatment 18 Weeks (RTT18) guidelines. To work flexibly and to provide and receive confidential and sensitive information written, aural or verbal, to be exchanged with patients/clients, relatives, staff or external parties. To provide comprehensive typing and secretarial support to the corneal clinicians and the consultant secretary, ensuring accurate transcription and timely output.

2. Main working relationships

2.1 Internal

- Consultants
- Specialty Doctors
- Service Co-ordinator
- Medical Secretaries
- Appointments Staff
- Admission/ Scheduling Staff
- Health Records
- Nursing Colleagues

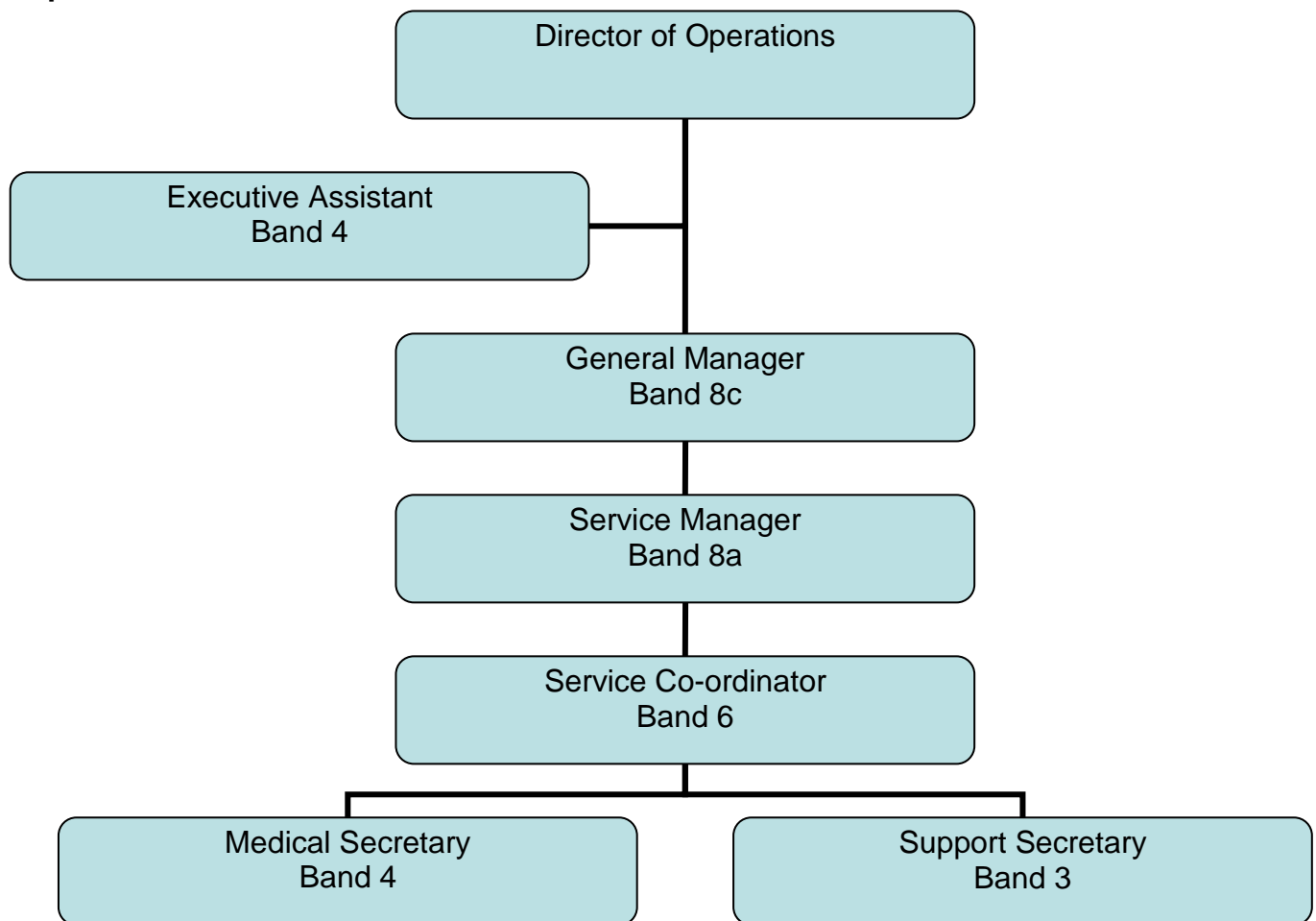
2.2 External

- Patients
- Relatives
- GP's
- Other NHS Trusts

3. Budget responsibilities:

To use resources in a cost effective and responsible manner

Department structure chart



4. Key result areas:

- 4.1 Accurate audio typing of complex and sensitive clinical correspondence and administration of clinics in order to support the corneal team using digital dictation and word processing systems for a substantial proportion of working time.
- 4.2 Considerable concentration required at all times
- 4.3 Ensuring prompt output and sign-off within agreed timescales together with appropriate filing in the case notes or transfer to Electronic Document Management (EDM) System.
- 4.4 Prioritise workload and deal with urgent direct onward referrals from clinic ensuring clinical correspondence is administered within appropriate timescales and forwarded to receiving Trust. Follow-up with receiving Trust to ensure patient is seen within Consultant required timescale.
- 4.5 Administer RTT18 and NHS targets in order to ensure Trust targets and Policies are adhered to and recorded correctly

- 4.6 Develop and maintain a sound knowledge of Patient Centre/ Patient Administration System. (PAS)
- 4.7 Ensure follow-up actions from clinics are reported to the Appointments team and recorded accurately within PAS.
- 4.8 Sending confidential patient waiting list information to other QVH sites securely (via nhs.net)
- 4.9 Co-ordinate matters arising from clinical appointments and arrange further referrals/ investigations as directed.
- 4.10 Create and maintain electronic patient case notes in preparation for out-patient consultation clinics, working closely with medical records departments where necessary.
- 4.11 Develop and maintain a sound knowledge of medical terminology, tests, symptoms and procedures.
- 4.12 Track notes on PAS and maintain relevant filing systems within the department liaising closely with the Health Records department
- 4.13 Provide non-clinical advice and information to patients, GPs and other Trusts
- 4.14 Ensure telephone enquiries are dealt with in a confidential, professional, tactful, sympathetic and timely manner
- 4.15 Email (using nhs.net) specific correspondence when requested by GPs or other Trusts
- 4.16 Maintain sound current knowledge of medical terminology, tests, symptoms etc relevant to department specialty, some of which may be of a distressing nature
- 4.17 Cover unattended colleagues telephones within the office
- 4.18 Prepare and co-ordinate clinical notes, when required.

5. Personal and Professional Development

- 5.1 Participate in the Trust's annual appraisal system designed to identify objectives and personal development opportunities.
- 5.2 Participate in the Trust's annual pay progression review (if applicable).
- 5.3 Ensure that all mandatory training is up to date
- 5.4 The post holder will be responsible for continually maintaining their working knowledge of local practices, policies and procedures and highlight ongoing training and development needs to their manager.

Health and Safety

The postholder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for patients, visitors and colleagues. It is the responsibility of the postholder to complete a display screen equipment (DSE) self-assessment, with reference to the Trust Policy.

Equality and Diversity

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with all the Trusts equality and diversity policies, procedures and initiatives.

Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All staff are required to adhere to the Trust's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times.

Safeguarding Children, Young People and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with the NHS Employment Check Standards and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

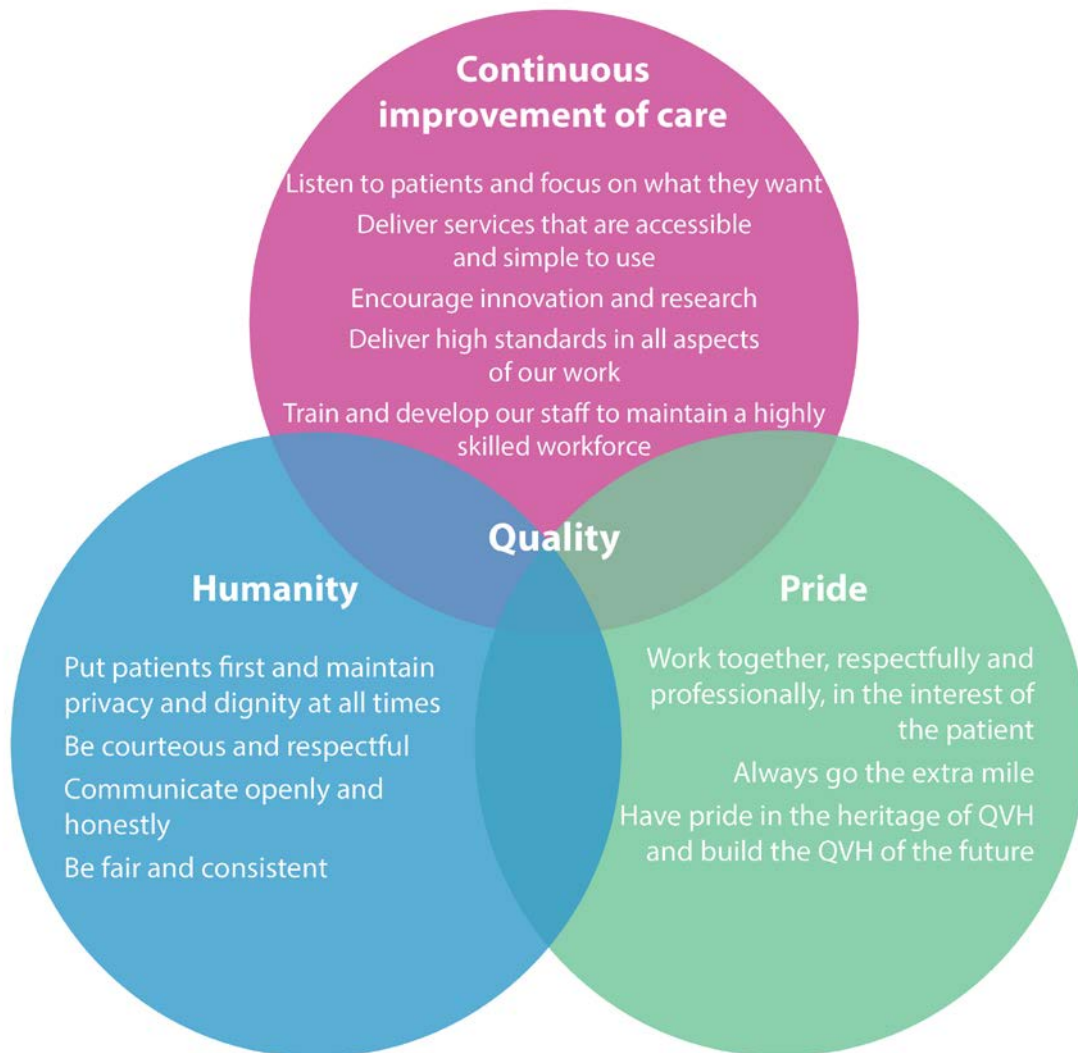
Smoke free Trust

Queen Victoria Hospital NHS Foundation Trust is a smoke-free Trust covering Trust premises, grounds and any Trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

QVH Trust Values



PERSON SPECIFICATION

Title of post: **Band 3 – Support Secretary**

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Secondary Education. • RSA Level 3 or able to demonstrate knowledge within this field through practical experience • Excellent command of English both written and verbal with excellent grammatical and spelling ability 	<ul style="list-style-type: none"> • MS Excel. • MS Powerpoint • MS Access.
Experience	<ul style="list-style-type: none"> • Secretarial experience and administration experience • Healthcare knowledge. • Team working. • Experience in dealing with the general public. • Data Protection and confidentiality within customer service environment. 	<ul style="list-style-type: none"> • Experience as a Secretary • Experience in medical administration. • Knowledge of NHS performance budgets.
Knowledge	<ul style="list-style-type: none"> • Medical terminology 	<ul style="list-style-type: none"> • Knowledge of NHS patient pathways • Patient Administration System (PAS)
Skills	<ul style="list-style-type: none"> • Audio Typing. • Computer skills. • Advanced MS word • Excellent interpersonal skills. • Knowledge of Data Protection Act. • Excellent verbal and written communication skills. • Able to prioritise. • Good time-management skills. 	<ul style="list-style-type: none"> •
Attributes	<ul style="list-style-type: none"> • High levels of concentration • Enthusiasm. • Ability to work on own initiative and in pressured environment. • Prepared to learn and teach new skills to others. • Methodical and focused. • Self-motivated. 	<ul style="list-style-type: none"> • Looking to develop career in future.

Additional requirements	<ul style="list-style-type: none"> • Excellent communicator. • Ability to work accurately with interruptions. • Positive 'can do' attitude. • Calm manner. • Excellent organisational skills. 	<ul style="list-style-type: none"> •
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Version control (HR use only):

Version number:	AfC panel:	Clustered:	Consistency check:	Lead initials:
1	N/A	09/07/2018	N/A	GF
2	N/A	16/05/2022	N/A	KW