

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job Title: Medical Secretary Haematology

Band: Band 4

Directorate: Haematology

Site: Maidstone and Tunbridge Wells Hospitals

Hours: 37.5 hours per week

Reports to: Service Manager

Accountable to: Service Manager

Job summary: The primary purpose of this role is to work as a PA/medical secretary providing comprehensive support across clinical administration with primary responsibility to the Haematology clinical division. The post holder, under the direction and guidance of the Service Manager, will be responsible for ensuring processes and systems are monitored and evaluated to meet both Trust and National targets, in accordance with the Patient Access to Treatment Policy. The post holder will be required to provide cover/secretarial support.

Working relationships:

Patients
Clinicians
General Practitioners
Nurse Specialists
Ward staff
Health records and other clerical staff in a variety of departments
Other NHS organisations

Budget responsibilities:

Assist in maintaining stationery stock only

Key result areas:

To ensure maximum cover within the team is provided to ensure effective secretarial support, including telephone contact points/cross cover and management of workloads.

Taking part in review and development of the post as part of a team exercise.

Accountability

- To provide all typing services for the Consultant allocated and designated Consultants/Head(s) of Department if required. Skills required in shorthand, word processing, automated transcribing systems and medical terminology relating to Oncology/Haematology.
- To be responsible for all aspects of correspondence and its organisation ensuring that all matters which arise are dealt with promptly and routine correspondence is dealt with on own initiative.
- Develop, maintain and housekeep all reference, filing and administration systems, maintaining any records as required.
- Receive incoming telephone enquiries demonstrating good communication skills, responding to inquiries in a helpful manner initiating prompt action whenever possible to ensure callers are dealt with in a courteous and professional manner.
- To arrange appointments and management of diaries. Ensure that all relevant records and documentation are available prior to appointment and that a suitable bring forward system is in place.
- To manage the new appointment clinics, including reception, welcoming patients on arrival and completing administration of the clinic.
- To be responsible for ensuring that messages are dealt with promptly and referred to the appropriate person for action.
- To prepare agendas, attend and take minutes where appropriate and record actions where appropriate.
- To be responsible for all procedures relating to the administration of patient services.
- To ensure Drug Representatives may only be seen by the Clinician at appointed times which you will need to pre-designate.
- To be responsible for the maintenance and availability of all secretarial equipment.
- To liaise with staff groups from this and other hospitals together with personnel from all healthcare organisations.

- To ensure patient literature is issued where appropriate.
- To organise patients, travel as and when authorised.
- To ensure at all times that the Policies and Procedures of the Kent Oncology Centre/Maidstone & Tunbridge Wells NHS Trust are followed.
- Bring to the attention of the Manager any Health & Safety issues.

Communication and relationship

- The post holder is expected to provide effective communication by establishing and maintaining positive inter-personal relationships with other staff members.
- Maintains excellent inter-personal skills when dealing with patients and members of staff at all levels within the Trust at all times.
- Liaise with other departments as required.
- To liaise with staff groups from this and other hospitals together with personnel from all healthcare organisations including consultants and nursing staff.

Planning and organisational

- To organise self to undertake own day-to-day work tasks or activities as agreed with Team Lead.
- To be responsible for ensuring incoming mail is dealt with in a timely fashion and handled as per Oncology procedure
- To provide effective and accurate audio typing support to ensure Trust targets are met and correspondence is sent out in a timely fashion.
- To adapt working practices to accommodate changes in Kent Oncology Centre clinic management and Haematology as directed by Team Lead/Patient Services Manager.
- To actively participate in team meetings to discuss measures for service development and improvement.
- To follow new processes and guidelines introduced.

Responsibility for policy/service development

To work to agreed protocol with a personal responsibility for reporting non-routine situations

Physical effort

- A combination of sitting, standing, bending, reaching and lifting are requirements to fulfil the duties of this role.

Mental and emotional effort –

- Periods of concentration needed for computer usage.
 - Some emotional effort.
 - Typing letters which may at times contain distressing.
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General

Information Technology

- To be responsible for input of relevant data onto computer systems. Keyboard skills for the input of data onto computer systems and word processing are required.
 - To be able to retrieve information and order services via systems management.
 - To comply at all times with the Data Protection legislation to ensure that Trust Data Protection policy is adhered to.
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Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

- 13. SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
- 14. SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
- 15.** All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Medical Secretary
Person specification**

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Standard of general education to GCSE level Typing standard equivalent of Pitman/RSA III (45-50 wpm) Audio transcription 	<ul style="list-style-type: none"> Recognised medical secretarial qualification (e.g. AMSPAR) Audio-typing
Experience/ Knowledge	<ul style="list-style-type: none"> At least two years secretarial experience Previous medical secretarial experience Full understanding of medical secretarial role Office practice experience Knowledge of medical terminology Knowledge of confidentiality 	<ul style="list-style-type: none"> Experience of a variety of word processing packages Use of e-mail Experience of databases
Skills	<ul style="list-style-type: none"> Word processing Audio typing High level of written and verbal communication skills Ability to prioritise/manage workload and meet deadlines 	<ul style="list-style-type: none"> Ability to organize/train and prioritise work for junior staff Ability to problem solve independently
Attributes	<ul style="list-style-type: none"> Effective interpersonal skills Self-motivated Organised and methodical Awareness of confidentiality Ability to work on own initiative and with a team Ability to pass on skills to others 	<ul style="list-style-type: none"> Dependable Self-reliant Persuasive Pro-active attitude to tasks Commitment to quality and the development of the service
Additional requirements	<ul style="list-style-type: none"> Flexible approach to work and an appreciation of the need to cross cover/provide cover where required Ability to travel between sites if required 	

Date written ...11/12/2023.....