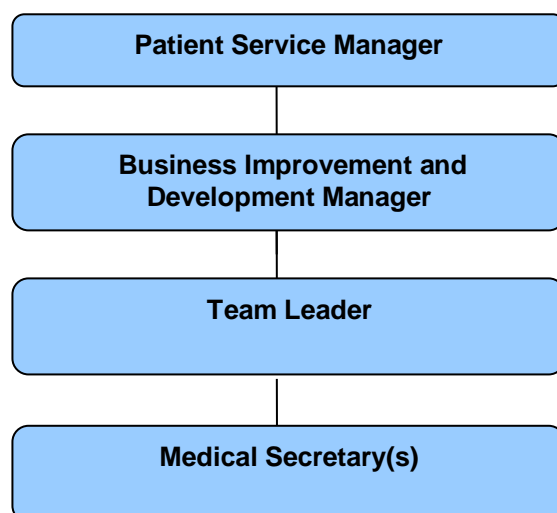


Job Description

Job Title	Medical Secretary
Band	3
Service area	Specialty Administration Team
Location/Base	Airedale General Hospital
Accountable to	Team Leader

Job Purpose:

To work as part of an administration team to provide a comprehensive administrative service to the consultant workforce. To support the Business Improvement and Development Manager and Team Leader in the day to day running of a specialty administration team.

Organisational Chart**Main duties:**

- To work as part of an administration team to provide a comprehensive administrative service to the specialty team.
- To support the Team Leader in the day to day running of the specialty administration team.
- To have basic knowledge of the Directorate and consultant structure and portfolios to enable cross cover.
- To support the clinical team in implementation and use of new technologies.
- To maintain close working relationships between consultant(s) and patient, using tact, diplomacy, reassurance and discretion.

- To provide accurate, relevant and timely information to support clinical staff and managers in delivering high quality patient care and meeting the business needs of the Trust by:
 - Being responsible for accurately maintaining the Patient Administration System, including electronic tracking of notes, closing and updating referrals, adding to the waiting list and instigating transfers to other providers.
 - Liaison with medical, nursing and secretarial staff in arranging patients' admission to hospital and attendance at outpatient clinics.
 - Updating 18 week monitoring information on a weekly basis
 - Ensuring that investigation results are checked and signed before filing in the case notes accurately, following Airedale NHS Trust procedures and guidelines. (NB All investigation results must be signed by a Doctor before being filed).
- To respond to enquiries from patients and their relatives in a constructive and sympathetic manner. Exercise independent judgement and initiative based on acquired knowledge when problems arise by taking appropriate action to resolve or by referring to the appropriate person.
- To manage incoming and outgoing correspondence, prioritising issues and signposting urgent referrals / clinical correspondence as necessary.
- To manage calendars effectively and efficiently.
- To produce high quality documents (including text processed) from written, recorded, dictated material etc.
- To ensure professional standards and the appropriate style of communication is deployed depending on the situation.
- To establish and maintain good working relationships both internally and externally.
- To be responsible for organising multidisciplinary meetings, conferences and events as required or in support of colleagues.
- To prepare papers, attend meetings and clinics and take formal minutes as required or as part of cross cover within the specialty administration team.
- To create, manage and maintain effective patient and file management systems.
- To manage own workload and activity so that deadlines are achieved.
- To perform any other duties which fall within the range of this post grade, within the area of responsibility as defined above.
- To attend all Staff Development Reviews where training and development needs will be identified, attend mandatory and identified training.
- To deputise for the Team Leader where required.

Working as part of a Team

- Work as part of the Specialty Administration Team.
- Work flexibly within core working hours to ensure the locality administration team is appropriately covered and supported.
- Support Team Leader and team in the day to day running of the specialty administration team.

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- To cross cover for other colleagues in their absence and deputise for the Team Leader as required.
- Any other duties as required and specific to the role.

Managing Self

- Participate in regular team meetings.
- Attend/complete all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager using the Trust Appraisal process.
- Comply with all Trust policies, procedures and protocols.
- Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy, the Data Protection Act and Confidentiality Code of Practice.
- Seek advice and support from your line manager whenever necessary.

Staff Supervision and Support

- Oversee the day to day work of identified administrative staff within the specialty administration team.

Financial Responsibility

None for this post.

Safeguarding

All staff members have a duty to report any concerns they have about the safety or wellbeing of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

General Duties:

Health and Safety: You are required to co-operate with supervisors, managers and other employees to achieve a healthy and safe environment, to take reasonable care of your own health and safety and that of other persons who may be affected by your actions, to carry out your responsibilities in ways that help to ensure a safe and healthy place of work. Bring to the attention of your supervisor or manager:

- any situation which reasonably could be considered to represent a serious or immediate danger to the health and safety of any persons
- any matter which reasonably could be considered to represent a shortcoming in the Trust's health and safety protection arrangements

Manual Handling: Manoeuvre **light** goods and equipment in accordance with manual handling regulations and good practice.

Equal Opportunities: Carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.

Infection Prevention and Control: Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report to your manager or appropriate person any incidents or poor practice that may result in the spread of infection.

Mandatory Training: Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

Restriction on Smoking: The Trust is “Smokefree”. You may not smoke in Trust owned buildings or grounds.

The Trust is committed to supporting staff in balancing their work and home lives and encourages staff to discuss their individual needs with their department in order to arrive at mutually satisfactory working arrangements.

Policies and Procedures: Be aware of and adhere to all Trust and departmental policies and procedures on:

Complaints Procedure

Confidentiality Policy

Data Protection

Health and Safety at Work

Time owing / Flexitime

Fire Precautions

Sickness and Absence

Information Governance: Maintain and process all information concerning patients, staff, contractors or the business of the Trust to which the postholder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

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Any other duties necessary for the successful performance of the role.

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the staff development review process

Job title: Medical Secretary			
Band: 3			
Job purpose: To work as part of an administration team to provide a comprehensive administrative service to the clinical workforce. To support the Business Improvement and Development Manager and Team Leader in the day to day running of a specialty administration hub.			
Attributes	Essential criteria	Desirable criteria	How Identified
QUALIFICATIONS & TRAINING	GCSE (or equivalent) in maths/english RSA/OCR level 2 word/text processing or equivalent experience	Business admin qualification level 3 OCR level 3 word/text processing	Application Form Interview Certificates
EXPERIENCE	Administration/office experience supporting senior management functions i.e. diary management, electronic filing systems, meeting preparation, minute taking, collating and presenting information etc.	Administration/office experience supporting senior management functions within the public sector.	Application Form Interview
KNOWLEDGE	Competent in Microsoft Office Software or equivalent administrative programs.	Working knowledge of Microsoft Outlook. Knowledge of Information Governance.	
SKILLS	Ability to work autonomously and proactively. Good interpersonal and communication skills. Good organisational skills. Able to prioritise work effectively and deal with non-routine tasks under pressure.	Audio typing. Shorthand.	Application form Interview
ATTITUDE / APPROACH	Highly professional. Organisational focused. Positive manner. Flexible. Performance driven.		Application form Interview
PHYSICAL	Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary)		Occupational Health Screening
GENERAL	ANHSFT requires all its staff and prospective employees to carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times. Awareness of NHS constitution and content.		Application Form Interview