

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Team Co-Ordinator/Medical Secretary

Grade: Band 4

Hours: Full time 15 hours

Division: Acute and Emergency Medicine

Location: Royal Cornwall Hospital

2. JOB PURPOSE

- To provide supervision and day to day management of the Eldercare, Stroke and Neuro Rehab team. Ensuring that staffing is adequate and that all staff are working to best practice, guidance and Trust policies and procedures are in full cooperation with the Clinical Admin Lead (CAL) and the care group management.
- The post holder will provide secretarial support to nominated consultants within the care group.
- The post holder will provide cover for colleagues in a similar role.

The main duties of this job description are explained however these will continue to evolve as the Trust develops to meet corporate objectives and NHS targets.

3. DIMENSIONS

People Management

Manage day-to-day the administrative team ensuring workflow and output is managed to meet Trust targets, escalating poor performance to the CAL's.

Deliver an effective Development Review structure that ensures all individuals receive an annual review against NHS KSF Core Competency Standards.

Manage sickness absence and attendance to include, recording and reporting all absences ensuring that self-certification or GP certification of sickness absence is received and appropriately held on personnel files, undertaking back to work interviews.

Participate sickness absence management meetings with staff whose attendance give cause for concern or exceed the Trust absence management targets.

Participate in the recruitment, selection, and induction process of new staff within the Paediatric team in line with Trust Policy, including local induction into relevant departments.

Responsible for ensuring that all team members receive mandatory training.

Devise and manage holiday rotas across the team ensuring acceptable levels of cover during planned periods of absence.

Resource Management

Support the Clinical Administration Leads to manage the staffing levels within a pre-determined level of funded manpower resource as defined by Service Lead/Deputy Divisional Manager.

Supervise the administration team ensuring equality of workloads across the team and carrying out various duties appropriate to the role.

Communication

Be a role model demonstrating good communication and ensuring robust and open communication with all staff by participating in regular meetings within the specialty area.

Receive and make telephone calls in accordance with Trust Policy and in an appropriate manner.

Maintain good communication and relationships with patients, clinicians, GP surgeries and all levels and disciplines of NHS staff.

Communicate Information to patients that may require a sensitive, understanding manner.

Recognise potential communication barriers when providing assistance to elderly visitors or those with disabilities and manage the situations appropriately.

Patient Confidentiality:

Always maintain absolute patient confidentiality in accordance with Trust policy and the legal framework such as the Data Protection Act.

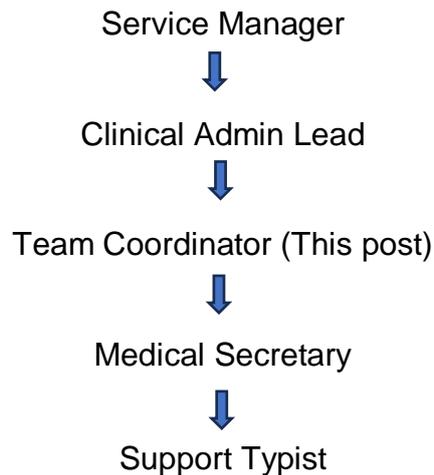
Information Technology/System Utilisation:

Regularly utilise Trust information systems such as Maxims for the creation of correspondence, reports, and other documents. Develop a thorough knowledge and understanding of the Patient Administration System (PAS) and Case note Management.

Mandatory Training/Development Review:

Attend corporate induction, participate, and complete ongoing mandatory training including attendance at mandatory training sessions as directed. Participate in the Performance Development Review process (appraisal) in line with National and Trust Policies.

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Comprehensive and practical experience of hospital and IT systems including MS Office. A good knowledge of Excel would be an advantage and knowledge of PAS, RADAR and Maxims along with advanced keyboard skills is needed.

Medical Secretary experience, particularly audio-typing and medical terminology.

Ability to organise and prioritise own workload to meet all relevant deadlines.

Previous supervisory experience with the ability to lead and co-ordinate an administrative team within the NHS would be an advantage.

6. KEY RESULT AREAS

Data Quality and Delivery of Access Targets

To ensure all staff have appropriate knowledge and skills required to achieve access targets within the specialty

Initiate remedial actions within your remit and escalating any significant issues to Clinical Admin Leads as necessary to ensure continued service and target delivery.

Knowledge of local policies and procedures, in particular those relating to business administration including information governance, clinical governance, and data protection.

Provide administration services including:

Ability to work flexibly and to cover a range of different areas and tasks.

Generate and prepare documents such as letters and reports.

Prioritise queries and bring to the attention of relevant staff in a timely manner and act on any instruction.

Generate, sort, distribute and prioritise internal / external post / records.

Utilise RSA keyboard skills and audio-typing or equivalent to produce specialist and routine correspondence or documents.

To adhere to standard operating procedures and assist in keeping these up to date.

Take and process telephone calls in an appropriate manner. Telephone calls will involve contact with patients, carers and health professionals and may involve the provision of non-clinical advice.

Achieve training as required by the post or identified through PDR

Any other duties as deemed appropriate by senior staff.

To assist in the training of staff and supervision of apprentices as required.

Support HR Processes including formal Employee Relations meetings

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder will be required to develop and maintain excellent working relationships with Senior Managers and Information Leads as well as medical, nursing and allied health professionals based in specialty areas.

To communicate written and verbal information to each of the above groups of staff.

Excellent interpersonal skills with the ability to communicate with all levels of staff across the Trust.

Requires negotiation, facilitation and persuasion skills.

The post holder will need to manage conflict/obstacles to change.

8. MOST CHALLENGING PART OF YOUR JOB

Maintaining robust practices to ensure that all areas of the role are maintained within the service delivery timescales for the Trust.

Maintaining a high standard of Service delivery to the clinical team

Maintaining day to day diverse workload with frequent interruptions and delivering within required timescales.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

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Royal Cornwall Hospitals 
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