

JOB DESCRIPTION

JOB TITLE:	Assistant PA to Dermatology– Band 3
LOCATION:	Leighton Hospital
EMPLOYED BY:	Mid Cheshire Hospitals NHS Foundation Trust
DIVISION:	Diagnostics and Clinical Support
REPORTS TO:	PA to Dermatology and Clinical Professional Team
ACCOUNTABLE TO:	Service Manager – Diagnostics & Clinical Support

JOB PURPOSE

The post holder will provide a comprehensive, quality, and confidential secretarial/administrative service to the dermatology team. The Assistant PA will be expected to organise their workload and co-ordinate their activities in conjunction with the teams and supervised by the PA to ensure that an efficient service is provided. The post holder will be capable of the full administrative function within the team including excellent audio typing skills. The post holder will be expected to support the PA and deputise in their absence to ensure continuity of services. It is essential that the post holder is able to exercise initiative suitable to the role and is fully supportive to other colleagues in the dermatology team.

SERVICE DELIVERY

1. Provide a comprehensive secretarial/administrative service, which includes organising and making arrangements, typing letters, distribution of documents and reports, recording information and filing.
2. To ensure that all information and documentation is produced to expected standards of performance and according to agreed turnaround times in order to support the operational performance standards such as 18 week RTT and the 2 week pathway.
3. Maintain constructive relationships with others, within and across Divisions and externally in order to improve the effectiveness and efficiency of services to patients.
4. Be fully conversant with all required electronic systems for correspondence, including specialist computer systems associated with the management of patients and/or health information, Microsoft office and being able to obtain information using the Internet.
5. Provide information to patients/relatives and carers where appropriate, including agreed information on waiting lists, tests and referrals, according to agreed guidelines, and in the absence of the PA.
6. Assist with the production of documentation, handbooks, and any relevant information packs, ensuring accuracy, consistency and completeness of information.

GOVERNANCE

7. Maintain systems and processes to establish and maintain effective communication, and confidentiality of information.
8. Contribute to the development and implementation of policies, procedures and guidelines related to own service.
9. Ensure compliance with Trust policies, procedures and guidelines, taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care.

MANAGERIAL/LEADERSHIP

10. Act as a role model by demonstrating leadership and expertise, and by maintaining credibility within the Division, the wider health care community and external agencies, ensuring a positive image of the Trust is maintained.
11. Assist with the implementation of local induction programmes for new members of the team.
12. Support the Division in the effective use of resources, e.g. staff, budget, premises, equipment, supplies and materials.
13. Maintain systems and processes to promote monitor and maintain a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

EDUCATION/LEARNING

14. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in KSF/appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning,
15. Assist with systems and processes to ensure that learning needs are identified and met, and that all learning is planned, implemented, evaluated and shared in order to change and improve services according to changing health care needs.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.

Staff at MCHFT have a responsibility to:-

- Maintain up to date skills and knowledge, and maintain an awareness of patient led service issues
- Maintain a professional/personal portfolio where appropriate.
- Adhere to Trust policy, procedures and guidelines,
- Adhere to Trust standards of behaviour and expected performance

PERSON SPECIFICATION – Assistant PA to Consultant Team/Clinical Professional Team

	ON APPOINTMENT	REQUIRED DEVELOPMENT IN POST	ASSESS BY
QUALIFICATIONS KNOWLEDGE/ PREVIOUS EXPERIENCE	<p>RSA Audio typing or equivalent</p> <p>RSA 2 typewriting or equivalent</p> <p>Computer skills, ECDL or equivalent, Microsoft Office</p> <p>Previous secretarial experience</p> <p>Current Professional and NHS Issues</p> <p>Importance of equality, diversity and rights</p> <p>Awareness of the need for confidentiality in accordance with Data Protection Act and national/local guidelines</p>	<p>RSA 3 typewriting or equivalent</p> <p>Knowledge of Medical Terminology</p>	A & I
SKILLS	<p>Demonstrate excellent verbal and written communication skills</p> <p>Effective customer service skills</p> <p>Methodical, numerate</p> <p>Ability to work on own initiative, prioritise own work,</p> <p>Good interpersonal skills</p> <p>Demonstrate good organisational and time management skills</p>	<p>Understand and manage health records/waiting lists and ICS computer systems</p>	A & I
PHYSICAL REQUIREMENTS <i>(Reasonable adjustments will be made under the Disability Discrimination Act)</i>	<p>Good attendance record</p> <p>Ability to perform a wide range of duties according to the Job Description</p>		<p>A & R</p> <p>A & I</p>

NHS KSF DIMENSIONS		ASSISTANT PA TO CONSULTANT TEAM/CLINICAL PROFESSIONAL TEAM				
CORE DIMENSIONS		1	2	3	4	Suggested Evidence
1 Communication						
2 Personal and people development						
3 Health, safety and security						
4 Service improvement						
5 Quality						
6 Equality and diversity						
SPECIFIC DIMENSIONS		1	2	3	4	Suggested Evidence
IK1 Information Processing						
G5 Services & Project management						
KEY	SUBSET	FULL OUTLINE				

This job description may be revised by agreement between the Post Holder, the Departmental Scientific & Technical Service Lead, the Pathology Services manager & the Consultant.

Post Holder: -----

Signature: -----

Date: -----

Manager: -----

Signature: -----

Date: -----