

JOB DESCRIPTION

JOB DETAILS

Job title Medical Secretary
Job code:
Band: 3
Location: Stroud General Hospital
Accountable to: Admin Team Lead

JOB PURPOSE

- To provide a full confidential, administrative and secretarial service to Consultants and their Medical Team.
- To work as a member of the administration team to ensure service delivery and adequate administration cover is provided
- To project the professional image of the business through demonstrating excellent customer care in all activities
- To maintain confidentiality at all times

DIMENSIONS

- To provide an efficient, effective and professional secretarial service for Consultants and their clinical teams in clinics in the Outpatient Department at Stroud General Hospital and the Vale, Dursley Community Hospital.

CORE KEY RESPONSIBILITIES

- Provide a full typing service to clinicians working at the Hospital maintaining confidentiality and dealing appropriately with sensitive clinical information including clinic appointments and their outcome.
- Produce a range of documents including letters, reports and other documents as requested using a range of IT and Microsoft packages.
- Create letters, notes and referral information using accurate audio typing skills within the required time frames mindful that letters and notes must reflect exactly the information discussed or required.
- Organise the preparation of documents including sensitive or confidential work such as patients records, clinical letters and test result and patient appointments where required.

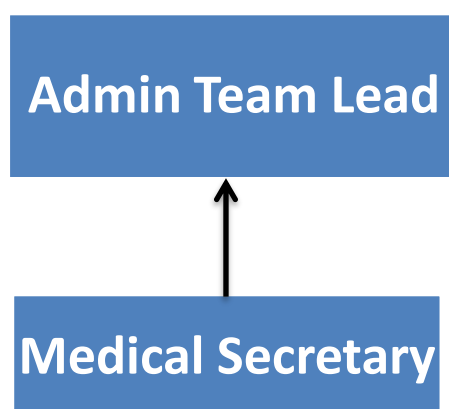
- Acknowledge and respond to queries via telephone, email and in person providing a high standard of customer care, ensuring that enquiries are responded to professionally and relayed accurately and in a timely manner to relevant persons. Provide information to patients to assist with their appointments and care.
- Develop and maintain filing and recording systems, including statistics and monitoring as appropriate. Ensure a systematic approach to the archiving and appropriate disposal of obsolete information in line with corporate policy.
- Ensure that processes relating to your work are formalised and standardised.
- Keep up to date with developments in new administrative systems and recommend /implement their introduction where instructed. Review workflow and processes in order to simplify tasks and seek potential improvements.
- Highlight to the clinical team members any results, correspondence or patient queries that need response and take action e.g. booking investigations, transcription etc.
- Undertake routine office duties including electronic note tracking, photocopying, and faxing, opening and sorting post, filing of correspondence and results and maintenance of records.
- Ensure that all work is processed within required timescales and highlight to the clinical team members any results, correspondence or patient queries that need a response and taking action e.g. booking investigations, transcription.
- Support patients by providing information in written or verbal forms ranging from information regarding appointments to general enquiries. Patients may be distressed or wish to complain and you will need to deal with this empathetically and positively with support from your team and line manager.
- Work as part of an administration support team working flexibly to ensure that administrative work is shared out equally and performed to excellent, efficient and safe standards.
- Review and make suggestions for changes to policies and processes to ensure effective and consistent administration and support standards with the team. Assist in making changes as required.
- Provide support to other areas including locality teams as required including cover for other roles as appropriate.
- To ensure all documentation/records are made available in advance of clinics as required.
- Maintain service delivery of the Medical Secretariat by assisting colleagues during their absence or with peaks of work. This may involve the need to travel across Trust sites.
- Adhere to all Trust policies, paying particular regard to the Information Governance and Data Protection Policies.
- Pro-actively manages completion of statutory & mandatory training and appraisals to ensure 100% compliance.

- Contribute ideas and suggestions to improve the effectiveness and image of the Medical Secretaries.
- Actively participate in team meetings and discussions with colleagues and manager to make constructive suggestions as to how services could be improved within own work area, and implementing such changes with guidance from line manager
- Act in ways that; support equality and value diversity. Treat everyone with whom you come into contact, with dignity and respect, and recognise and report behaviour that undermines equality and diversity.

SPECIFIC KEY RESPONSIBILITIES

- To cover medical secretary and/or administrator tasks at times of leave and absence as requested by the Admin Team Lead, this may mean travelling to various sites within the Trust

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

All concerned with the care of the service-user whilst maintaining confidentiality within the relevant guidance and legislation. This includes: the service-user who may have difficulty/inability to communicate due to sensory impairment and / or their mental health state and / or may not have a good command of English; MDT, Carers GPs, Social Services, Housing Agencies, Benefit Agencies, Advocacy Service and Voluntary Sector.

EFFORT AND HEALTH & SAFETY FACTORS

- Exposure on a daily basis to display screen equipment.
- To be responsible for general good practice at your workstation to promote personal wellbeing e.g. avoid sitting for long periods
- Possible exposure to hostility/aggression in the workplace
- Some manual handling, i.e. carrying paper, medical casenotes

MOST CHALLENGING PART OF THE JOB

- Dealing with exposure to distressing personal information and clients and their families who may themselves often be distressed
- Appropriate prioritising of workload in a busy environment with frequent interruptions

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees.

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

Positive Behaviour Management (PBM) – Practical training in the implementation of Physical Intervention techniques that are designed to temporarily gain control of a service user's behaviour at a time when they are placing either themselves or others at risk of injury. Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session. Depending on the technique each trainee will be able to adopt a 'stable stance'; balanced to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso. They will also be able to safely achieve a controlled movement to and from the floor in support of a service user.

Prevention and Management of Violence and Aggression (PMVA) – Practical training in the implementation of Physical Intervention techniques that are designed to temporarily gain control of a service user's behaviour at a time when they are placing either themselves or others at risk of injury. Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session. Depending on the technique each trainee will be able to adopt a 'stable stance'; balanced to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso. They will also be able to safely achieve a controlled movement to and from the floor in support of a service user

PERSON SPECIFICATION

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Job code:

Band: 3

Location: Stroud General Hospital

Accountable to: Admin Team Lead

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> Audio Typing European Computer Driving Licence (ECDL) or CLAIT Good literacy and numeracy skills 	Shorthand or speed writing	Application Form Interview Test

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Proven Medical Secretarial experience	Essential	Application Form Interview
Proven accurate digital/audio typing experience	Essential	Application Form Assessment
Relevant current clinical/medical administration experience	Desirable	Application Form Interview
Experience of working with patient information systems	Desirable	Application Form Interview
Working knowledge of Microsoft Office packages e.g. Word, Excel, PowerPoint, Publisher and Outlook	Desirable	Application Form Assessment Interview
Previous experience of working in the NHS	Desirable	Application Form

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
N/A	N/A	

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Excellent telephone customer service skills	Essential	Application Form Interview Assessment
Excellent interpersonal and communication skills both written and verbal	Essential	Application Form Interview Assessment
Ability to organise and prioritise own workload	Essential	Application Form Interview Assessment
Ability to work as part of a team, to provide cross-cover	Essential	Application Form Interview
Ability to deal sensitively with service users, carers and their families	Essential	Application Form Interview
Flexibility and adaptability	Essential	Application Form Interview
Ability to work under pressure and to deadlines	Essential	Application Form Interview Assessment
Ability to maintain confidentiality and exercise judgement when dealing with sensitive issues	Essential	Application Form Interview
Commitment to equal opportunities and anti-discriminatory policies	Essential	Application Form Interview
Ability to undertake all statutory and mandatory training.	Essential	Application Form Assessment

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Ability to keep up to date with the Trust's policies and procedures	Essential	Interview Assessment
Keeping up to date with statutory and mandatory training. Able to attend and participate in all mandatory and statutory training events	Essential	Interview Assessment