CLINICAL ADMINISTRATION MEDICAL SECRETARY
JOB DESCRIPTION

|  |  |
| --- | --- |
| Job Title:  | Medical Personal Assistant |
| AfC Band:  | Band 4 |
| Directorate/Service:  | Patient Access & Administration |
| Accountable To:  | Clinical Administration Supervisor  |
| Responsible To:  | Clinical Administration Operational Manager  |
| Base Location:  | Clinical Administration, PAA |
| On-Call Requirement: | No |
| AfC Job Code:  | N/A |

|  |
| --- |
| Values  |
| Three values are at the heart of our organisation: Care, Appreciate and Inspire. Our values and behaviours define what’s important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.  |
| Structure Chart  |
|  |
| Job Summary  |
| The post holder is expected to provide day to day secretarial and administrative services employing advanced audio typing skills with the use of medical terminology. The post holder will assist in the organisation of the consultant’s workload becoming closely involved in all aspects of the Consultant’s role liaising with professional bodies where medical staff have additional roles and special interests. The post holder is expected to use their own initiative in all areas, providing an efficient and effective PA service to Consultants and their medical teams.The post holder will act as the first point of contact in all forms of communication for Consultants and their teams and will be expected to organise and prioritise their own workload. The post holder will provide mentorship and support to medical secretaries. |

|  |
| --- |
| Key Role and Responsibilities  |
| Communications and Relationships* Exchange non-clinical written and verbal information with patients, staff and carers, some of which may be sensitive, on behalf of the Consultant and their team, using judgement to establish the validity and priority of the contact in a tactful and sensitive manner demonstrating empathy and reassurance
* Communicate inter-departmentally with all levels of staff and external agencies including GPs and other NHS Trusts, Police and Social Services
* Respond to queries from the cancer tracking team and MDT Co-ordinators and ensure all clinical letters for cancer patients are typed within 24 hours to support the Trust achieving the national cancer waiting time targets
* The post holder may deal with telephone communications and type letters with a potentially distressing or emotional content.

Analytical and Judgmental Skills * Prioritise and distribute incoming mail, both electronic and paper form, using judgement and experience to decide which documents are to be passed directly to other areas for action and information
* Provide a complete PA service including word processing using audio and digital transcription systems and general office management and administrative duties at the request of the consultants and their medical teams
* Prepare agendas and take minutes for specified meetings as appropriate
* Ensure timely responses to Medico-legal reports/Insurance reports
* Follow service and departmental Standard Operating Procedures and assist in the implementation of new working practices to enhance service development for improved patient care
* Type and distribute medical staff rotas, liaising with absence managers regarding medical staff annual/study and sick leave arrangements where applicable
* Ensure results of investigations are actioned in accordance with the NPSA 16 guidelines and Investigations Tracking System. Results should be brought to the attention of the medical staff to be signed using own judgement and experience to highlight any that may require urgent action. Outstanding results should be chased up ensuring all documents are present in time for clinic appointments and in the delivery of the 18 week treatment pathway target
* Ensure outpatient referral letters, whether internal or external, are triaged by the consultant and forwarded to the relevant department (Booking and Scheduling), including the use of CD View and the Choose and Book System where appropriate
* Take urgent action on complaints, being proactive in order to minimise the risk of them becoming more formal, seeking advice where necessary
* Exercise judgement when dealing with patient enquiries, analysing and resolving problems at source.

Planning and Organisational Skills* In support of the Trust’s 18 Week Referral to Treatment target, when notified of patient discharge via clinical letter or following medical staff advice on receipt of results, ensure appropriate action on PAS (OD discharge) and update the patient pathway (PP1) code.
* When notified of medical staff leave, ensure appropriate action is taken with regard to clinic template and theatre schedule adjustments within the agreed timescale and re-evaluate/reschedule appointments in medical staff diaries where appropriate.
* Maintain an electronic diary scheduling meetings to fit with other standing diary commitments relevant to consultants’ timetable.
* Arrange investigations and appointments as and when required including pre-admitting patients for programmed investigations/diagnostic and minor procedures sending out admission/appointment letters where necessary
* Manage own workload and act independently within occupational guidelines, using own initiative seeking advice where necessary from the line manager ensuring confidentiality is maintained at all times
* Undertake routine office duties including photocopying, faxing, filing correspondence and investigation results and general day to day maintenance or records when required
* Undertake any other duties at the request of the line manager which are commensurate with the role, including assisting in project work.

Physical Skills* Operate all Trust Information Technology Systems applicable to role such as Digital Dictation, Automated Letters System, Patient Administration System, Theatre Man/TIMS, CRIS, Pathology and Intranet as well as all appropriate applications within Microsoft Office for updating and extracting patient information on a daily basis.

Responsibility for Patient Care * In support of the Trust’s 18 week referral to treatment target, when notified of patient discharge via clinical letter of following medical staff advice on receipt of results, ensure appropriate action of PAS (OD discharge) and update the patient pathway (PP1) code.
* Promote the dissemination of quality patient information, highlighting any data quality issues to the relevant department
* Arrange ambulances for patient transportation
* Follow service and departmental Standard Operating Procedures and assist in the implementation of new working practices to enhance service development for improved patient care.

Responsibility for Policy/Service Development* Comply with the implementation of new and revised working practices, policies and procedures in relation to government guidelines i.e. access targets, clinical transcription targets, inter provider transfer documentation, choose and book administration. Provide training to other staff, as appropriate, in relation to this requirement
* Take personal responsibility in ensuring compliance with the Trust’s Mandatory Training programme in accordance with Trust policy
* Compliance with the Health and Safety at Work Act 1974 – the post holder is required to fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidences near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions
* Prepare and distribute induction and teaching materials for Junior Doctors

Responsibilities for Financial and Physical Resources* Demonstrate awareness of the need for cost improvement programmes within the Service
* Participate in ensuring the effective use of all financial resources in providing and delivering the service
* In association with clerical staff, maintain stock control
* Be the first point of contact for receiving and processing of monies, both cash and cheque, to charitable funds from patients, patients’ relatives and outside agencies
* Recognise the effective utilisation of all appropriate development resources and opportunities

Responsibilities for Human Resources* Assists colleagues in providing cross cover for the work of absent PA’s, including across all PAHT sites, when necessary. Coordinate leave in line with departmental arrangement to ensure continuity of service.
* Provide mentorship and professional support to new PAs/Medical Secretaries and work experience students ensuring service is maintained
* Promote the ethos of continuous improvement disseminating any new knowledge gained to other colleagues.
* Facilitate a supportive learning environment that enables all members of the team to develop
* To implement Trust Policies and comment on departmental procedures and guidelines
* Take responsibility for ensuring own Performance and Development review is undertaken on a yearly basis using the Knowledge and Skills Framework in accordance with Agenda for Change
* May undertake peer reviews in accordance with the Knowledge and Skills Framework.

Responsibility for Information Resources* Maintain accurate, timely and legible records in accordance with Trust policy when accessing Trust Patient Information Systems to include PAS, ALS and Email
* Responsible for the secure storage of all Trust records (including patient health, financial, personal and administrative) gathered or used as part of this role. The records may be paper, electronic or audio/digital ensuring confidentiality at all times; some of which may be of a distressing nature
* Compliance with the Data Protection Act 1998 and Information Governance – the post holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust’s affairs or dealings which may come to their knowledge during employment.

Responsibilities for Research and Development* Undertake audit work as required by Consultants and their medical teams, e.g. create and maintain electronic databases for collation of clinical and statistical data, where appropriate
* Assist in staff surveys and audits as necessary to own work
* Assist in departmental quality assurance measures to validate the timeliness and quality of transcribed outputs, providing copies of clinical letters to patients/carers where required.

**Freedom to Act*** Work without supervision using initiative in the absence of medical staff in making emergency appointments. This includes delegated authority to advance appointments at GP request and the authorisation of clinic overbooking.

Partnership Working* Assist colleagues in providing cross cover for the work of absent PAs, including across all PAHT sites, when necessary. Co-ordinate leave in line with the departmental arrangements to ensure continuity of service
* Communicate inter-departmentally with all levels of staff and external agencies including GPs and other NHS Trusts, Police and Social Services.

Equality and Diversity* The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect, irrespective of their background

Making Every Contact CountFront line staff are in an ideal position to offer support and advice on how to improve health and wellbeingStaff should use their interactions with the public to give them additional advice on health and wellbeingStaff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.Health & SafetyDuties to take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissionsAdhere to Trust policies on Security to ensure safe working environment, particularly in secure areas with coded doors etcYou have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust’s policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager. You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust’s policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager. General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bankYou have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust’s policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.SafeguardingThe Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.  You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.Code of ConductProfessional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and polices are all time. |

PERSON SPECIFICATION

|  |  |
| --- | --- |
| Job Title:  | Medical Personal Assistant |
| AfC Band:  | Band 4 |

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications  | AMSPAR Advanced Medical Secretarial Diploma including Medical Terminology or equivalent demonstrable skills/experienceWord processing - Qualified to RSA level III/NVQ level 3 or equivalent qualification /demonstrable skills (60+ wpm at 98% accuracy)ECDL or equivalent qualification/demonstrable skillsEnglish GCSE/‘O’ Level grade C or above/equivalent qualification/demonstrable skills | Customer Service QualificationShorthand Qualification |
| Knowledge, Training & Experience | Experience in undertaking a full range of office management and secretarial procedures and their application to improve service efficiency and effectiveness in a hospital environmentExperience of using Microsoft Office applications such as Word and OutlookExperience of medical audio typingExperience of using IM&T systems for data extraction/entryExperience of successfully working within tight time frames and to deadlinesProven application of medical terminology within at least one specialtyGood command and understanding of English, punctuation and grammarKnowledge of Information Governance with regard to maintaining confidentiality of person identifiable informationUnderstanding of the Data Protection ActKnowledge of medical terminology within more than one specialtyUnderstanding of local and national access targets, choose and book and how role fits with these initiativesMotivated, flexible and proactiveTactful, courteous and polite demonstrating empathy when dealing with the emotions of othersAdaptable and flexible to meet the needs of the service to include continuing education and professional development via personal development plansSmart appearance in accordance with PAHT dress codeAbility to work across all PAHT sites when requiredAbility to move and handle case notes 2-5 kg+Satisfactory attendance record in present/most recent postRecognise equality and diversity and the importance of human rights with dignity and respect.Act in accordance with legislation, policies and procedures |   |
| Skills & Abilities | Advanced Keyboard SkillsGood numerical skillsAbility to communicate in a clear and concise mannerAbility to work as part of a teamProven organisational skills and ability to prioritise workload with interruptions and changing prioritiesAbility to multi-task and prioritise own workload |  |

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

|  |  |
| --- | --- |
| Values | Behaviours (I will…)  |
| CAREWe listen and treat each other with kindness. | Provide the highest standard of care, with compassion and kindness. |
| Communicate clearly, actively listen and be person centred.  |
| Seek to understand and empathise. |
| Collaborate to deliver services that are safe and give confidence in our care. |
| APPRECIATEWe value and respect each other’s contribution. | Recognise and openly acknowledge how we all make a difference. |
| Value and respect others and share in celebrating our successes. |
| Treat people fairly, notice, champion and positively appreciate diversity. |
| Provide constructive feedback to support growth and development. |
| INSPIREWe speak up and find ways to be even better. | Have a voice and act with integrity and honesty.  |
| Make time to learn, share and find new ways of working. |
| Be positive, be open to change and empower others. |
| Work with my team and other teams to agree and deliver best outcomes. |

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

|  |
| --- |
| Infection Prevention |
| Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.  |
| Safeguarding  |
| The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role. |
| Health and Safety |
| Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public. |
| Confidentiality and Data Protection |
| Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.  |
| Equality and Diversity  |
| All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people’s rights in accordance with legislation, policies, frameworks, procedures, and good practice. Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:* eliminating discrimination, harassment and victimisation
* advancing equality of opportunity between people who share a protected characteristic and those who don’t
* fostering good relations between people who share a relevant protected characteristic and those who don’t
* understanding the impact of policies, services and practice on people with different protected characteristics
 |
| Code of Conduct |
| Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.  |
| Leadership and Development  |
| We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.As you join us, you are required to attend our Corporate Induction, complete the Trust’s mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you. |
| Flexibility |
| This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager. |