

Job Description

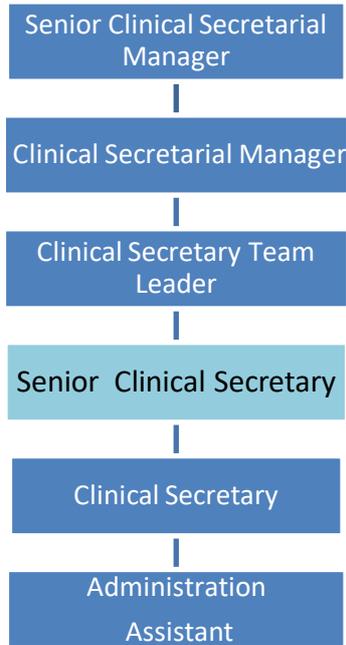
Job Ref:	19-184
Job Title:	Senior Clinical Secretary
AfC Pay Band:	Band 4
Number of hours:	
Division:	Clinical Administration
Department:	
Location:	East Sussex Healthcare NHS Trust
Accountable to:	Senior Clinical Secretarial Manager
Reports to:	Clinical Secretary Team Leader

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed : £ N/A Authorised signatory for: £ 200 Other financial responsibility: Careful use of resources, stock monitoring / ordering
Staff	Staff (wte): Supervision of junior secretarial and administrative staff.
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation

Job purpose	The Senior Clinical Secretary is responsible for providing an efficient and effective secretarial service for clinical teams within specialities across the Trust. The role acts as a point of contact and help to support colleagues and the team. The Senior Clinical Secretary is therefore responsible for setting high standards of patient care by enacting the Trust's values at all times. The role of Senior Clinical Secretary involves the proactive achievement of all key performance indicators relating to NHS clinical correspondence targets, workload
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distribution and daily performance monitoring across specialties. The post holder will also lead on specific tasks for the relevant clinical or management team as required. The post holder will be required to work as part of a team with one or more Senior Clinical Secretaries to provide and organise cross cover during periods of annual leave and sick leave.

**Department Structure**



### **Communications and Working Relationships**

*List people with whom the postholder interacts on a regular basis.*

<b>With Whom:</b>	<b>Frequency</b>	<b>Purpose</b>
Patients / clients	Daily / as required	Deal appropriately with messages, queries and complaints using tact and diplomacy and maintaining confidentiality
Manager / Supervisor	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Trust staff, external agencies	Daily	Provide full secretarial support and speciality coordination to the Clinical Team.
Clinical Secretaries / Administration Assistants	Daily	Daily supervision, authorise annual leave, review sickness, advice and support when required.

### **Key duties and responsibilities**

#### **Organisation and Planning:**

- Provide a comprehensive and efficient secretarial service to the department / division whilst adhering to user guidelines and agreed administrative processes.
- Ensure the despatch and production of all clinical correspondence is maintained by proactively monitoring the digital dictation and speech recognition system daily and to escalate delays as necessary. Ensuring that all correspondence is signed and despatched within agreed time limits. This includes general housekeeping of digital dictation systems.
- Achieve the required standard of proofreading/editing using the Trust's Digital Dictation and Speech Recognition System, as specified by the Trust.
- Manage and prioritise own workload and that of departmental secretarial/admin staff to ensure efficient and timely provision of all secretarial and administrative duties to support the Consultant teams.
- Ensuring all results are brought to the attention of clinicians, signed and filed in correct patient health records. Prioritising urgent clinical test results and bring to the clinicians' attention without delay.
- To accurately track health records using electronic system
- Investigate as appropriate complaints, PALS and Datix, seeking advice as necessary
- Sorting and dealing with incoming and outgoing mail. To act independently filtering and prioritising post ensuring that urgent correspondence is brought to clinicians' attention without delay.
- Maintain electronic diary of Consultant/staff commitments monitoring multiple rotas, cancelling clinics or other activities as necessary. If appropriate, initiate changes of clinic templates in line with approved annual

/ study leave, ensuring appropriate timescales are adhered to. Advise relevant departments of leave arrangements to ensure appropriate adjustments are made to clinic / theatre schedules.

- To use OASIS to maintain accurate database activity and ensure that all relevant patient information is up dated on a regular basis.
- To take, transcribe and distribute minutes of meetings as required.
- Attend team and divisional meetings as requested.
- To cover colleagues during annual/sick leave, liaising with line manager
- Gain an understanding of any other departments in order to provide support as required to provide cross departmental support as directed by line manager.
- Handle cheques for speciality funding involving creating invoices and receipts if required.
- To type detailed medical reports or other medical documentation for legal use when necessary.
- Provide administrative support to clinical staff who may undertake specific NHS roles within the Trust e.g. speciality clinical lead / governance lead where appropriate.
- Support the processes and achievement of patient pathway RTT targets using the Trust's electronic system. This will involve ensuring the efficient tracking and progression of clinical outcomes, investigative reports and other test results, any waiting list arrangements and associated appointments and escalating issues to clinical staff as appropriate.
- Monitor and action as required generic departmental inbox ensuring appropriate actions taken in agreed timeframes.
- Attend training courses as required to support personal development and the needs of the service.
- Work closely with colleagues to develop and maintain department standard operation procedures and best practice
- Provide comments and suggestions on policies and protocols within own work area
- Act with flexibility to utilise skills in other functions and lead on tasks if and when appropriate or required by the line manager.
- Ensure effective and efficient implementation of Trust policies and Procedures.
- To carry out any other related duties appropriate to grade, which may be assigned by the Team Leader/Clinical Secretarial Managers or multi-disciplinary teams.

**Communication:**

- Escalate complex queries, capacity problems and general issues to the line manager or relevant clinical staff as appropriate.
- Return calls promptly and keep callers updated with information in an effective and efficient way
- Liaise via telephone and email with other clinical/clerical teams to action urgent appointments or procedures where necessary and take responsibility to ensure that all relevant departments are notified accordingly and an outcome is achieved.
- To liaise with other departments, hospitals, GPs and patients regarding

treatment and transfer of patient to other hospitals.

- Responsibility for interacting with GPs, patients, outside disciplines and companies by letter, telephone, responding to all forms of queries, questions and concerns in person or via letter or e-mail. Drafting routine correspondence using initiative when necessary.
- Support other clerical teams with unexpected short notice clinic cancellations including liaising with Service managers, clinical staff and patients.
- Deliver a caring and professional approach with potentially distressed, challenging patients/relatives/carers offering reassurance whilst responding to queries, questions or concerns.
- Provide information to patients in accordance with the GDPR, ensuring that confidentiality is maintained at all times.

### **Leadership and Management**

- Supervise, mentor and train junior secretarial, administrative and temporary staff with all procedures within the division, managing performance and objectives.
- Allocate and supervise the day to day workload of Clinical Secretaries and other staff where appropriate
- Identify training and development needs within the team and arrange as appropriate.
- Coordinate all annual leave within the department
- Undertake appraisals for junior clinical secretaries/administrative assistants.

### **General Duties & Responsibilities applicable to all job descriptions**

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

**Working Environment:**

*Only elements which are a frequent or regular part of the role should be ticked.*

Driving		Lifting	X	Verbal aggression	
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling	X	Outdoor working		Breaking unwelcome news to others	
Pushing/pulling	X	Lone working		Providing <b>professional</b> emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (eg roof spaces)	

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## Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.



**Person Specification**

Job Title: Senior Clinical Secretary		Grade: Band 4	
Department		Date:	
*Assessed by: A= Application I= Interview R= References T= Testing C Certificate			
Minimum Criteria	*	Desirable Criteria	*
<p><b>Qualifications</b></p> <p>Evidence of good general education to GCSE Grade c or above, including maths and English</p> <p>NVQ4 Business &amp; Administration or equivalent</p> <p>IT training on office software packages.</p> <p>Proficient in using patient record systems</p>	<p>A</p> <p>,</p> <p>C</p> <p>C</p>	<p>AMSPAR qualification or NVQ equivalent</p> <p>1<sup>st</sup> Line Management / New Manager Orientation</p>	<p>C</p>
<p><b>Experience</b></p> <p>Extensive recent medical secretarial experience in a busy office environment within a healthcare environment.</p> <p>Proven experience of using software packages for word processing, databases and spreadsheets.</p> <p>Experience in managing diaries.</p> <p>Maintaining records</p> <p>Experience of supervision / managing staff</p> <p>Previous experience undertaking personal appraisals</p> <p>Previous experience of training junior staff</p>	<p>A</p> <p>/</p> <p>R</p>	<p>Understanding/Experience of HR processes</p>	<p>A</p> <p>/</p> <p>R</p>

<p><b>Skills / Knowledge / Abilities</b></p> <p>Excellent typing, word processing and audio typing skills.</p> <p>Understanding of specialist medical terminology</p> <p>Ability to handle difficult situations</p> <p>Knowledge of Absence Management Policy</p> <p>Knowledge of NHS policies and/or procedures</p> <p>Competency with Microsoft Office and other IT software. Ability to adapt to use new IT packages and programmes</p> <p>Excellent communication skills, both written and verbal, to communicate with, co-ordinate and liaise with a multidisciplinary team</p> <p>Problem solving skills</p> <p>Good organisational and interpersonal skills</p> <p>Experience of implementing and maintaining administrative procedures and systems</p> <p>Ability to work autonomously using own initiative whilst providing supervision and support to others.</p> <p>Experience of managing competing priorities in a fast paced environment</p> <p>Ability to work cooperatively within a team and build good working relationships with others</p> <p>Ability to work effectively within a busy environment adjusting to change and motivate others.</p> <p>Ability to understand the importance of</p>	<p>A / I</p> <p>R</p> <p>R R</p> <p>I / R</p>		<p>A / R C A / R</p>
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and maintain confidentiality at all times			
Ability to remain calm and professional at all times			
<b>Other</b> Reliable work record Flexible Satisfactory DBS Disclosure if applicable Evidence that personal behaviour reflects Trust Values	R  C		

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Managers Signature

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Date

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Postholder's signature

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Date