

BAND 4 - MEDICAL SECRETARY JOB DESCRIPTION

Job Title:	Medical Secretary
AfC Band:	Band 4
Directorate/Service:	MCCN - Neurology
Accountable To:	Katie Moncrieff
Responsible To:	Judy Katz
Base Location:	Wythenshawe Hospital
On-Call Requirement:	No
AfC Job Code:	

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

Main purpose of the job:

- To provide a comprehensive secretarial and administrative service to the consultant and his / her clinical team
- ***To support secretarial and administrative colleagues in meeting departmental objectives.***

Key Role and Responsibilities

Main Tasks & Overview of Responsibilities

Trust Values & Behaviours - Responsibility for upholding the agreed set of values and accountable for own attitude and behaviour

Patient & Customer Focus	Communicate effectively with patients, families and colleagues and proactively personalise the service, connect with patients and carers whilst adopting the ethos of Safe, Clean and Personal.
Continuous Improvement	Identify opportunities to reduce waste and inefficiency and look at ways of measuring and auditing improvements and proactively develop goals and objectives in support of the Trusts vision.
Accountability	Recognised and accept and display personal accountability beyond the job role and towards problem solving and act with integrity and focus on results.

Respect	Be considerate of others, their contribution and needs, support and empower staff involvement and act as a guardian of the Trusts reputation and resources.
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Communications and Relationships

Alerting the appropriate consultant promptly to referrals, x-rays and other diagnostic results arriving in the department. Where possible, identifying issues that require the urgent attention of the Consultant and his/her team. In partnership with Health Records, manage patient's casenotes, using the Trust's tracking system, Liaison with Health Records and Outpatient Departments to ensure timely changes to clinic templates. Meeting and greeting external visitors to the department, i.e. Pharmaceutical Representatives, visiting consultants, external auditors etc. Improving Working Lives co-ordination and participation in monthly team brief.

Analytical and Judgmental Skills

Where appropriate to the specialty, maintain waiting lists using initiative and judgement in accordance with the Trust Targets and Waiting List Management Policy. Occasional requirement to update and input information onto Trust website in various directorates. Typing clinical letters and reports, operation notes, discharge letters, ward attendance reports, medical reports, DSS reports and admission and theatre lists accurately and in the timescale agreed within the Directorate. Other non-clinical typing as and when required. It will be necessary to work to deadlines and be adaptable to last minute changes. To ensure timely information flows and maintenance of the Directorate/Service intranet pages

Planning and Organisational Skills

Accurate and effective management of the consultant's diary and his/her clinical team with appropriate handling of meetings, rotas, teaching commitments, holidays, staff availability for clinics and theatre etc.

Arranging meetings and taking minutes with transcription and distribution for both academic and clinical events.

Accurate booking of outpatient appointments including where necessary changing of templates, cancelling and rebooking of clinics, booking pre-assessments, admissions, procedures and investigations.

Co-ordinating peripheral clinics including liaison with other hospitals, arranging admissions and discharges.

Maintaining office filing system to ensure easy retrieval of all documentation.

Co-ordination of ad hoc outpatient clinics.

Stationery ordering and requisition for the team/department as required.

Prioritising and actioning of incoming and outgoing mail, including e-mail, faxes, internal and external correspondence with the timely distribution of mail to the relevant place.

Responsibility for Patient Care

Proactively managing telephone calls, many of which will be of a sensitive nature from patients, GP's, healthcare professionals, hospital departments and referral centres including PCTs, all of which require a high level of patient confidentiality

Responsibilities for Financial and Physical Resources

Cash handling of charitable funds and bursary payments. Co-ordination of Consultant's travel and out of pocket expenses. Liaison with cash office. Refund of patient expenses during clinical trials

To carry out general duties such as photocopying, faxing, etc when required.
Registration of all referrals for clinics, creation and preparation of notes for clinics where appropriate. Provision of administrative support at clinic as required

Patient transportation arrangements, liaison with patient transport services and ambulance staff

Ensuring radiology and investigation results are delivered to appropriate departments in a timely manner

Responsibilities for Human Resources

Assistance with recruitment where required, i.e., sitting on interview panels if relevant.

Undertake continuous professional development, seeking opportunities to enhance skills which can be identified via a personal development plan

Responsibility for Information Resources

Accurate and effective management of the consultant's diary and his/her clinical team with appropriate handling of meetings, rotas, teaching commitments, holidays, staff availability for clinics and theatre etc.

Arranging meetings and taking minutes with transcription and distribution for both academic and clinical events.

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Responsibilities for Research and Development

Administrative involvement with clinical audits.

Creation and maintenance of flowcharts and diagrams for clinical pathways and protocols for publication on the Trust Synapse system.

Freedom to Act

Conforming to Trust policies, procedures and regulations.

Partnership Working

Provide administrative support to academic clinicians, and Clinical Directors where appropriate to the specialty.

Providing secretarial cover in the absence of other medical secretaries and other administrative staff to ensure smooth running of office procedures during sickness and staff shortages.

Guiding and advising clinical support secretaries, clerks, trainees and temporary staff.

Bed booking on relevant wards.

Provide full support to line manager at all times.

Equality and Diversity

Work in accordance with Trust's policy and procedures.

Health & Safety

Duties to take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions. Adhere to Trust policies on Security to ensure safe working environment, particularly in secure areas with coded doors etc. You 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.

Making Every Contact Count

To be included in all job descriptions

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

Staff should use their interactions with the public to give them additional advice on health and wellbeing

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank

You 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.

Safeguarding

The 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.

Electronic Patient Record

Salford Royal uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.

The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.

Code of Conduct

Professional 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 policies at all times.

As a Trust employee you are required to uphold the confidentiality of all records held by the Human Resources Department, whether staff records or Trust information. This duty lasts indefinitely and will continue after you leave the Trust employment. All information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

PERSON SPECIFICATION

Job Title:	Medical Secretary
AfC Band:	Band 4

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • <i>RSA II or equivalent</i> 	<ul style="list-style-type: none"> • <i>Possession of ECDL qualification</i> • <i>Qualification in medical secretarial studies.</i>
Physical & Mental Requirements	<ul style="list-style-type: none"> • <i>Required to use a VDU for long periods during the working day</i> • <i>Required to undertake prolonged concentration</i> • <i>Exposed to emotionally distressing and traumatic situations</i> • <i>Ability to use photocopier</i> • <i>Ability to use fax machine</i> • <i>Ability to use transcription equipment.</i> 	
Knowledge, Skills & Experience	<ul style="list-style-type: none"> • <i>A good understanding of Microsoft Office and Outlook, audio typing experience (RSA II or equivalent)</i> • <i>Good all round secretarial knowledge of all office practice and procedures.</i> • <i>A minimum of 2 years' experience as a Medical Secretary elsewhere or as a Clinical Support Secretary in this Trust;</i> • <i>Knowledge of medical terminology;</i> • <i>Good written and verbal communication skills;</i> • <i>Ability to work as a team member;</i> • <i>Ability to organise work independently and adapt to changing priorities;</i> • <i>Ability to work under pressure;</i> • <i>An ability to communicate with people at all levels.</i> • <i>Excellent telephone manner including good listening skills.</i> • <i>Good attention to detail</i> • <i>Willingness to learn new skills</i> 	<ul style="list-style-type: none"> • <i>Knowledge of the Trust's current Information Technology systems (e.g. Medisec, iSOFT, PAS).</i>

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...)
CARE We 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.
APPRECIATE We 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.
INSPIRE We 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.