
JOB DESCRIPTION

Job Details

Job Title: Medical Secretary

Division: Lung Division

Base: Wythenshawe Hospital

Full Time: 0.5wte 22.5 hours per week

Band: Band 3

Organisational Arrangements

Reporting to: Senior Secretary/Team Leader and/or Directorate Manager **Other**

accountabilities: Directorate Manager

Job Purpose

The post-holder is responsible for providing day to day secretarial and administrative services employing advanced audio typing skills with the use of medical terminology. The post-holder will be required to follow policies and procedures and communicate effectively as appropriate.

The post-holder may be required to assist/supervise junior office staff as appropriate.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

Duties and Responsibilities

- Sorting and distribution of incoming mail both electronic and paper form, ensuring all supporting documentation i.e. notes, x-rays and results are available for the medical staff to review.
- Routine processing of letters, reports and materials ensuring Trust and departmental deadlines are met.
- Ensuring urgent matters are brought to the attention of the appropriate person in a timely fashion reporting any problems or issues to senior staff and seeking clarification if unsure of procedure/s.

- Assisting the waiting list booking team and providing cover for waiting list team when required.
- Responsible for the timely processing of referrals, involving the prioritising by medical staff and ensuring that the 2/52 cancer target is met where appropriate.
- Arranging urgent admissions ensuring all appropriate records are available.
- Arranging investigations/appointments within the Trust and outside as and when required.
- The post-holder would be expected to demonstrate office procedures to new staff.
- The post-holder would be expected to commit to on the job learning, where necessary i.e. expansion of medical terminology knowledge, relevant policies and procedures.
- Liaising with GP's regarding referral/results to ensure that the minimum data set is recorded on the HIVE.
- Maintain a pending file of patients waiting for investigation results chasing up outstanding results as and when necessary.
- Validate the PTL and ensure pathways are correctly outcome/updated.
- liaising with the medical team on delays of appointments/Surgeries
- Ensuring that all documents are present and correct in time for clinic appointments.
- Validate the PTL and ensure pathways are correctly outcome/updated.
- Validate the Work Queue ensuring patients are booked into clinic appropriately.
- Chase and escalate CT scan reports.
- Filing investigation reports post review and sign off by the medical teams.
- Arranging meetings and diary management, this may include junior medical staff.
- Dealing with telephone enquiries, promptly and communicating accordingly thereafter.
- Dealing with all patients and their relatives/carers in a caring and professional manner, providing admission/appointment information where appropriate.
- Dealing with the waiting lists of the Consultant / clinical team as and when required.
- Monitoring and maintaining waiting lists in conjunction with the waiting list clerks.
- Undertaking routine clerical duties and any other tasks relevant to the role as requested as and when required.
- Follow departmental Standard Operation Procedures (SOP's).
- Follow the Trust's Outpatient DNA policy, taking into account any departmental guidelines.
- Assisting with the induction and training of new staff to the department including medical staff.
- Complying with the Data Protection Act and Caldicott guidelines in relation to confidential data.
- Cross cover of colleagues and co-ordination of leave in line with the department/divisional arrangements.
- Attendance at training events that may be relevant in the execution of your duties.
- The post-holder may be required to take informal/formal minutes.

- The post-holder may be expected to actively participate in department audits by data gathering or sorting as and when required.

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998 , Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

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.

Safeguarding

All employees have a duty and responsibility to protect and safeguard children, young people and vulnerable adults. They must therefore be aware of child and adult protection procedures to take appropriate and timely safeguarding action, and reduce the risk of significant harm to adults and children from abuse or other types of exploitation.

Effort and Environmental Factors

Physical Effort - Combination of sitting, walking and standing. Frequent requirement for sitting in a restricted position e.g. when working at a computer. Word processing and data inputting for a substantial proportion of working time. Transporting and delivery of case notes.

Mental Effort - Frequent requirement for concentration where the work pattern is predictable. Concentration is required to accurately produce letters and documents when frequent interruptions occur.

Emotional Effort - Occasional exposure to distressing or emotional circumstances. Communicating with emotionally distressed individuals and typing letters of a distressing nature.

Working Conditions - Exposure to unpleasant working conditions is rare, there is a requirement to use computers more or less continuously.

Person Specification: Medical Secretary Band 3

| Attributes | Essential | Desirable | Method of Assessment |
|---------------------------------|---|---|--|
| Education/Qualifications | General education to GCSE standard. | | Certificates |
| Experience | At least one years previous secretarial experience or previous NHS experience Proven experience of working to deadlines | Previous medical secretarial experience. Experience of working in a multi-disciplinary team. | Application form References Interview |
| Skills | Good oral and written communication skills. Good speed/accuracy level of keyboard skills. Self-motivated with the ability to manage own workload. Ability to prioritise competing tasks effectively. | Organisational ability. Excellent interpersonal skills | Application form References Interview Typing test |

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|------------------|---|---|---|
| Knowledge | Knowledge of a range of secretarial procedures | <p>Knowledge of medical terminology.</p> <p>Understanding of Outpatient admission and waiting list procedures.</p> <p>Understanding of IT generally.</p> <p>Knowledge of HIVE system.</p> <p>Knowledge of Trust policies and procedures</p> | Application form References Interview |
| Aptitudes | <p>Conscientious and hard working</p> <p>The ability to remain calm and professional under pressure</p> <p>Proactive and able to work on own Initiative</p> <p>Tactful and diplomatic</p> <p>Willingness to undertake training</p> <p>Flexible</p> <p>Caring/Professional manner</p> <p>Team Player</p> | | Application form References Interview |