

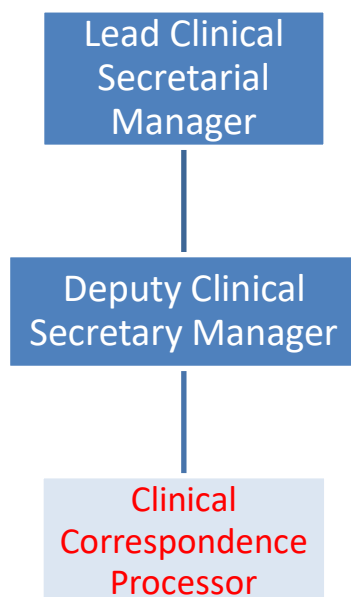
Job Description

Job Ref:	374-JY025
Job Title:	Clinical Correspondence Processor
AfC Pay Band:	Band 2
Number of hours:	20
Clinical Unit / Directorate:	Core Services
Department:	As Required
Location:	East Sussex Healthcare NHS Trust
Accountable to:	Lead Clinical Secretarial Manager
Reports to:	Deputy Lead Clinical Secretarial Manager

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed: £N/A Authorised signatory for: £ N/A Other financial responsibility: Careful use of Trust resources
Staff	Staff (wte): N/A
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	Post holder will be required to process clinical correspondence using the digital dictation system from transcribed text via speech recognition system.
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Department Structure



Communications and Working Relationships

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

With Whom:	Frequency	Purpose
Management Team	Daily / as required	Messages and information
Manager / Supervisor	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Trust staff	Daily	Messages and queries
External organisations eg other Trusts, TDA	Daily / as required	Messages and queries

Key duties and responsibilities

1. Typing / processing clinical correspondence from digital dictation by the consultant's firm relating to outpatient clinics, ward round, detailed medical reports for legal use and test results as required in accordance to ESHT guidelines.
2. Deal with routine queries by phone or in person, escalating to the Clinical Secretaries for advice / action if required.
3. Deal promptly with incoming and outgoing mail.
4. Demonstrate own activities to new members of staff as and when required.
5. Undertake general office duties e.g. photocopying/filing/sending routine emails.

6. Assist with other Trust related administration duties relevant to the post, as assigned by the Deputy Lead Secretarial Manager.

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, ensure compliance with mandatory training 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:

Office based role with frequent use of PC. May handle files / stationery boxes.

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 professional 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)	

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.
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Person Specification

Job Title: Clinical Correspondence Processor		Grade: Band 2	
Department: As required		Date: November 2021	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
GCSE level education A-C including English and Maths	AI	ECDL or alternative recognised IT Qualification	AI
Typing / text processing/ data entry skills to RSAII or equivalent	AI	NVQ2 administration / data processing or equivalent level of knowledge and skills	AI
Experience			
Experience of using IT systems	AI	Previous NHS administration experience	AI
Ability to prioritise own of workload	AI	Use of patient record systems	AI
Experience of creating documents	AI		
Skills / Knowledge / Abilities			
Good written and verbal communication skills	AI	Familiarity with medical terminology	AI
Professional telephone manner	AI	Customer service skills	AI
Good word / text processing skills	AI	Audio Typing skills	AI
Able to work on own initiative within guidelines	AI		
Other			
Ability to work as part of a team	AI		
Reliable work record	AIR		
DBS clearance if applicable	T		
Evidence that personal behaviour reflects Trust Values	AIR		
Flexible around working hours	AI		

Managers Signature

Date

Postholder's signature

Date