

SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Medical Secretary

Department: MEDicine / Surgery and Critical Care

Responsible to: Service Co-ordinator

Accountable to: Service Manager (Secretaries)

Band: 3

2. JOB PURPOSE

The postholder will be required to provide a comprehensive secretarial service for a clinical team in the department in accordance with Trust policies and procedures.

The Medical Secretary provides a link between the Trust, the patient and their GP for patients/carers and other healthcare professionals. They will provide a comprehensive, efficient and responsive administration service to the medical staff and their teams.

3. MAIN DUTIES/RESPONSIBILITIES

Secretarial

- To ensure post addressed to the consultant / clinical team is promptly collected, sorted, recorded and actioned as appropriate. To act on own initiative where appropriate in responding to incoming mail.
- Act as a focal point for the clinical team. Provide a friendly and professional service, deal with enquiries from a multitude of sources following Trust policies and standard operating procedures. Liaise with GP's, other hospitals, patients, internal medical/non-medical staff and medical/non-medical external staff by a variety of means i.e. face to face/phone/e-mail/letter/faxes on a daily basis.
- Ensure all duties are undertaken in line with standard operating procedures and to enable the achievement of Trust and service specific key performance indicators.
- Frequently receive and respond appropriately to telephone and personal enquiries from patients, relatives, GP's, other consultants and external bodies, referring enquiries to the consultants/clinical teams where necessary. This will require analysis of queries/issues, making judgements about how to deal with them and

escalating as appropriate.

- Arrange investigations and follow up work and ensure that all results are presented to medical staff and subsequently filed into the patients' medical record.
- Accurately record all paper/computerised patient records, updating and amending information in a timely manner and within standard operating procedures.
- Undertake routine or ad hoc data validation as required.
- Undertake typing of medical correspondence using copy, audio tapes and relevant IT systems to a high and accurate standard. This may include clinic letters, medico-legal reports and other administrative work.
- Process and action any "direct instructions" including checking appointments/review lists/investigations/diagnostic tests/interpreters have been booked as required.
- Keep appropriate statistical records/information as and when required for the clinical team for audit purposes. Provision of statistical returns required at regular intervals. This will involve entering statistical data onto databases.
- To be responsible for ensuring copies of correspondence are stored in the patients record in accordance with standard operating procedures.
- To attend meetings and committees to provide secretarial support by taking meetings and arranging meetings as and when required. This could include support to Consultants with research articles, preparation of teaching materials, etc.
- To be responsible for the preparation of discharge summaries in a timely manner in accordance with the locally agreed standards.

Information and PAS

- Book reviews on to RMTL or TAU in a timely manner ensuring interpreters have been booked as required.
- Understand the 18- week RTT process and knowledge of the Trust's Patient access policy and adhere to these guidelines.
- Accurately informing patients / clinicians of outcomes and information to influence the effective service delivery for all patients.

General

- To carry out general administration duties and provide clerical assistance as required.
- To support the induction and training of new staff within the secretarial service.
- To allocate work to support/relief staff.
- To order and take receipt of general office stationary and equipment and to organise equipment repairs.

4. SCOPE AND RANGE




Internal Relationships


- Outpatient Clerks
- Booking coordinators
- Clinical staff
- Divisional Managers
- Divisional staff
- Performance Team
- PALS
- Risk Management
- Human Resources
- Finance
- Information
- Information Technology

External Relationships

- Patients
- Commissioners
- Police
- General Practice
- Suppliers
- Other NHS organisations

5. ORGANISATIONAL POSITION

<div style="text-align: center;">Deputy Divisional Manager</div> <div style="display: flex; justify-content: center; align-items: center;"><div style="border-left: 1px solid black; border-right: 1px solid black; height: 100px; margin: 0 10px;"></div><div style="display: flex; flex-direction: column; align-items: center;"><div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Secretariat Service Manager</div><div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Secretarial Team Leader</div><div style="border: 1px solid black; padding: 5px;">Medical Secretary</div></div></div>	
6. JOB DESCRIPTION AGREEMENT Job Holder's Signature: Manager's Signature:	Date: Date:
TRUST VALUES Our Values express what it is like to work in our organisation and our employees should make these a part of everything we do. <i>Keeping children, young people and families at the heart of what we do</i> Compassion  <ul style="list-style-type: none">• We are led by kindness for all – for our patients, their families and our colleagues• We will show empathy and understanding, treating everyone with dignity and courtesy• We will respect each other and those we care for Accountability  <ul style="list-style-type: none">• We always strive to do the right thing• We own responsibility for our successes, failures and understand where we need to improve• We will create a supportive working environment where everyone takes responsibility for their own actions Respect  <ul style="list-style-type: none">• We value differences and treat everyone fairly and consistently	

<ul style="list-style-type: none">• We will actively tackle inequality and will foster a culture of inclusion <p>Excellence </p> <ul style="list-style-type: none">• We will seek to improve the way we work and deliver a high quality standard of care• We will be open to new ideas, through innovation, partnership, research and education locally, nationally and internationally <p>Together we care</p>	
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PERSON SPECIFICATION – SECRETARIAL ASSISTANT

Assessment Criteria	Essential	Desirable	How assessed
Qualifications and Training	<p>4 GCSEs Grade C or above including English.</p> <p>RSA III typing / word processing or equivalent qualification or equivalent experience.</p>	NVQ2 in Business administration or equivalent	
Experience	<p>Audio typing experience</p> <p>Experience of working in a multi-disciplinary team</p> <p>Secretarial experience</p> <p>Experience of working with filing systems</p> <p>Experience of good customer or patient care</p> <p>Experience of working with different computer software e.g. e-mail, internet</p> <p>Experience of scheduling / co-ordination of activities and / or resources</p>	<p>Medical Secretarial experience</p> <p>Previous NHS experience</p> <p>Experience with NHS / Healthcare software systems</p> <p>Experience of working with confidential material</p>	
Knowledge and Skills	<p>Understanding and knowledge of Caldicott / Data Protection Act</p> <p>Good verbal and writing communication skills with team / clients</p>	<p>Knowledge of medical terminology</p> <p>Understanding of the 18 week</p>	

HR Use only
AFC code:

	/ relatives using tact when required Ability to deal with conflict Good time management skills with the ability to work to prioritise work according to deadlines Ability to engage with and motivate others High standard of accuracy Able to work as part of a team and under own initiative Strong analytical skills Ability to establish and maintain effective working relationships	Referral To Treatment (RTT) process	
Personal Attributes	Adaptable to change Attention to detail and accuracy		
Demonstrates Trust Values	Compassion, Accountability, Respect and Excellence.		In/REF

Key for How Assessed: AF = Application form, In = Interview, P = Presentation, T = Test, REF= Reference