

Job Description

Job Details

Job Title: Senior Medical Secretary
Directorate:
Department/Ward:
Location:
Pay Band: AfC Band 4

Main Purpose of the Job

- Overall responsibility for providing an efficient administrative support service to clinicians to meet internal and external standards/performance indicators
- Line Management responsibility for staff in department/group or departmental process e.g. sickness absence (return to work interviews), appraisal, recruitment & selection, annual leave cover, Standing Operating Procedures, technological changes and MDT management/Virtual clinics.
- Provides support to identified clinicians: managing diaries; support with software systems, organising meetings, rotas, leave & associated cover, teaching, training, performance and induction activities.
- Investigate and collate information for DATIX incidents/complaints as required by clinicians or service management.
- Oversee patient pathway (RTT, Diagnostics and Cancer) progress for nominated clinicians; calculating referral to treatment dates, monitoring progress and following up activity (e.g. investigations), liaising with Waiting List team as required, arranging inter provider referral & transfer of information and investigating potential breaches identified by the Waiting List Manager.
- Oversee the smooth running of nominated clinics; managing and maximising capacity, cancellations & rescheduling, arranging additional clinics and urgent patient appointments (< 1 week) within patient pathway requirements and Service Level Agreements.
- Main point of contact for patient and third parties (e.g. other clinicians, GP, police, social care, legal) to resolve queries, respond to requests for information or notify third party of information as required by clinicians.
- Provide information to assist performance reporting and resolution of queries or complaints (e.g. DATIX) as required.
- To provide a service for the transcription and typing of communications, reports and correspondence in line with trust contracted timescales across the relevant service line through appropriate prioritisation delegation and supervision.
- To monitor expenditure for a delegated budget from the relevant Administration Manager e.g. stationery and timesheets.

Dimensions

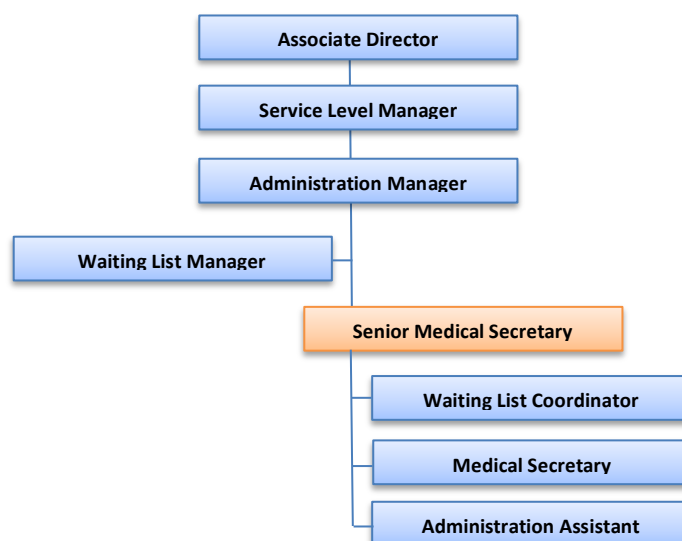
eg Number of staff managed/budgetary responsibilities

Line management responsibility for Medical Secretaries and Administrative Assistants as applicable.

No budget responsibility

Organisation Chart

Please highlight job and show colleagues on same level and two levels above and below



Communications and Relationships

Please specify information being communicated and the level of complexity entailed and to whom, the skills required to motivate, negotiate, persuade, empathise, breaking bad news sensitively and provide reassurance.

Exchange information with patients, relatives, staff and external parties on a variety of departmental matters and procedures, some of which may be sensitive and/or contentious.
Interacts with anxious patients and relatives, may encounter cultural or language difficulties and communicates complicated administrative information to staff from other departments / external contacts
Maintains good working relationships with multiple stakeholders and may need to persuade or influence others.
May deal with sensitive staff issues and workplace conflict; responsible for managing and developing others.

Knowledge, Skills, Training and Experience

Please include theoretical, practical, professional, special knowledge etc, required to fulfil the job satisfactorily at entry level. Please include educational level normally expected or equivalent level of practical experience.

Knowledge of secretarial or administrative procedures and systems; plus knowledge and understanding of specialist medical terms, policies and procedures, acquired through experience and training to Vocational Level 3 or equivalent.

Analytical and Judgemental Skills

Please include analytical & judgemental skills required for the post e.g. making judgements in situations where information is either difficult to obtain/understand or medical notes/information on history is unavailable.

Exercises judgement when deciding the most appropriate action to take in response to queries or issues raised by staff, patients or professionals from other organisations, which may result in resolving the issue direct or signposting to an appropriate contact. Analyses information to resolve problems for patients, carers and staff e.g. on appointments, diary commitments, monitors treatment pathways, identifying and resolving risks to service delivery/meeting performance indicators.

Planning and Organisational Skills
<i>Examples include; planning or organising clinical or non-clinical services, departments, rotas, meetings, conferences and for strategic planning.</i>
Provides a range of personal assistant duties, including; planning staff rotas and cover; triaging emails, scheduling clinics; arranging meetings; managing diaries and planning/monitoring patient pathways to meet treatment timeline requirements.
Physical Skills (manual dexterity)
<i>Examples Include: hand-eye co-ordination, sensory skills, (sight, hearing, touch, taste, smell etc), dexterity, manipulation, speed and accuracy, keyboard and driving skills.</i>
Keyboards skills for regular use of computer systems/touch or audio typing.
Patient/Client care:
<i>Please specify the level of involvement in the provision of care to patients/clients and including how responsibility is shared with others.</i>
Incidental contact with patients/provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions.
Policy and Service Development:
<i>Level of involvement in the implementation of policy and contribution to the decision making process both within own department and other functions.</i>
Follows existing policies and procedures; may comment on proposals/implements policies and procedures in own area, proposes changes to policies and procedures in own area
Financial and Physical Resources e.g. budget, stock and equipment:
<i>Responsibility for cash, budgets, and physical assets, vehicles, plant and machinery including the security of equipment.</i>
Responsibility for office equipment; orders and maintains office supplies and stationery; signs time sheets
Human Resources
<i>Responsibilities of the job for the training and development of employees/students/trainees. In addition responsibility for the operational management of staff such as recruitment, discipline, appraisal, and career development.</i>
Line Management responsibility for staff, including; recruitment & selection, induction, performance appraisals, personal development planning, absence management and conduct. Demonstrates administrative, secretarial duties to new starters, less experienced staff. Manages and develops staff within own area and provides day to day supervision / coordination of staff; trains own staff on changes to departmental procedures and policies
Information Resources:
<i>Level of responsibility for either paper based or computerized records and systems, responsibility for information systems both hardware and software, plus the generation and creation of information</i>
Updates, maintains, stores clinical or non - clinical records and patient information within corporate/ legislative requirements and ensures Information Governance procedures and processes are followed by others in the Department. Takes transcribes formal minutes; creates, maintains and updates databases providing reports and related documents

Research and Development:
<i>Responsibility for informal or formal clinical or non-clinical R & D including audit.</i>
Undertake surveys or audits, as necessary to own work / completes staff surveys

Other Requirements:
<i>May be required to undertake duties not specified in the Job Description, but which are commensurate with the role and/or band as required by service need.</i>
The post holder will be required to work flexibly to meet service needs.

Freedom to Act
<i>Please specify the level of autonomy and accountability, the level of discretion in the role and where guidance is available from e.g. supervisor, departmental procedures/NHS Guidance/legislation.</i>
Deals with enquiries and implements procedures guided by standard operating practices, someone normally available for reference. Works independently to defined policies and procedures, manages own workload.

Physical Effort
<i>Please describe activities, frequency and the degree of effort required</i>
Light physical effort/Keyboard work for long periods; lifting case notes, pushing notes trolleys, moving equipment.

Mental Effort
<i>Please describe the scope, circumstances and frequency of concentration & interruptions</i>
Concentration for administrative and secretarial duties, work pattern predictable/Interruptions from medical staff, other departments, external agencies and patients.

Emotional Effort
<i>Please describe the exposure, frequency and involvement in distressing or emotional situations</i>
Limited exposure to distressing or emotional circumstances/occasional contact with distressed patients or relatives, indirect exposure to distressing circumstances by typing letters and reports. May have contact with terminally ill patients.

Working Conditions
<i>Please describe the type and extent of exposure to unpleasant working conditions/hazards</i>
Office or similar conditions/Dusty conditions in storage areas, VDU use

CONTROL OF INFECTION

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the KSF/Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

Signed:

(Job Holder)

Date:

Signed:

(Manager/Head of Service)

Date:

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates

Risk Assessment Indicators for the post

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Manual Handling Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Dust, Dirt, Smells	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Patient Contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6.	Babies/Children Contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Food handling / Preparation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Fork Lift Truck Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10.	User of Display Screen Equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11.	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12.	Infestation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Excessive Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Excessive Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16.	Inclement weather	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17.	Radiation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18.	Laser Use	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19.	Working at Heights over 2 metres	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20.	Confined Spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21.	Vibration i.e. Power Tools	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22.	Using machinery with moving/exposed parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
23.	Shift work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
24.	Use of latex products	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25.	Physical violence / aggression	<input type="checkbox"/>	<input checked="" type="checkbox"/>
26.	Any other hazards please specify	<input type="checkbox"/>	<input checked="" type="checkbox"/>
27.	Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PERSON SPECIFICATION

POST: Senior Medical Secretary

	Essential	Method of Assessment	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> NVQ 3 Certificate in Business Administration or equivalent experience RSA 3 in Typing or Word Processing or equivalent experience 	Certificate Certificate	Audio typing certificate	Certificate
Experience	<ul style="list-style-type: none"> Experience of working in NHS or healthcare environment Experience of working in secretarial or office environment Experienced in using Microsoft Office packages Experience of problem solving non-routine issues Transcribing formal minutes of meetings and creating databases/spreadsheets Dealing with difficult patients/carers Experience of supervising/managing staff 	Application Form Application Form Application Form Interview Application Form / Interview Interview	<ul style="list-style-type: none"> Audio typing 	Application Form
Skills/Attributes/ Knowledge	Effective written and oral communication skills.		Knowledge of Medway system	Application Form
	Ability to demonstrate good organisational planning skills	Application Form Interview		Application Form
	Willingness to update knowledge and skills as part of continuous personal development plan	Application Form Interview		
	Ability to work autonomously and also as part of a team, developing good working relationships with colleagues	Application Form		
	<ul style="list-style-type: none"> Enthusiasm, initiate and positive approach to career and personal development. Knowledge of administrative systems and procedures and protocols Demonstrates good judgement when dealing with staff issues Knowledge of medical terminology 	Application Form Interview Application Form Interview Interview Interview		
Physical Requirements	Able to move and handle safely without causing harm to themselves or others	Application Form	Trained in moving & handling procedures	Application Form