

Why join The Royal Orthopaedic Hospital NHS Foundation Trust?

The Royal Orthopaedic Hospital NHS Foundation Trust is a centre of excellence which has a long and proud history dating back to 1817 as well as a strong vision for the future.

We are the largest provider of elective orthopaedic surgery in the UK providing both routine and specialist orthopaedic services. Here at The Royal Orthopaedic Hospital NHS Foundation Trust we are transforming the way we deliver orthopaedic care, with a focus on the best patient experience. The organisation is leading the way and we would love for you to be part of our journey.

OUR VALUES

Learn, *innovate* and improve to continually develop orthopaedic care

Have *compassion* for all

Have *pride* in and contribute fully to patient care

Be *open, honest* and challenge ourselves to deliver the best

Work *together* and deliver *excellence*

Respect & listen to everyone

Date Last Modified / Advertised: October 2022

OUTLINE OF JOB DESCRIPTION

JOB TITLE: Support Medical Secretary

GRADE: AfC band 3

RESPONSIBLE TO: **Team Leaders**– Secretarial Services

ACCOUNTABLE TO: Clinical Service Manager

JOB PURPOSE

To provide full and comprehensive assistant medical secretarial cover to support the Clinicians and Medical Secretarial department.

Ensure all routine clinical information and correspondence is up to date and available when required.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide a comprehensive assistant secretarial service to clinicians and clinical teams in conjunction with the Senior Team Secretaries.
2. To deputise for the Personal Medical Secretaries on an ad hoc basis, for annual and sick leave.
3. To assist/deputise for the Personal Medical Secretaries on an ad hoc basis regarding admissions, waiting lists, ad hoc ward attenders and cancellations ensuring hospital policies are adhered to, with appropriate training.
4. Receive phone calls from patients, relatives and GP's. Ensure they are dealt with in a timely manner or passed to the appropriate Secretary as required, maintaining the highest possible customer care at all times.
5. Communicate with other sections within patient access and other departments as required.
6. Type clinics and reports into PAS/Spinal / CRIS system as requested by the Personal Medical Secretaries.
7. Liaise with hospitals and GP surgeries for information.
8. Photocopying and faxing documents as required
9. To open and distribute post, prioritising any urgent post and ensuring relevant documentation is attached. In addition to acting promptly and appropriately to all e-mail correspondence.
10. Track case notes in and out of departments.
11. Ensure loose filing is amalgamated with case notes within the department or health records.

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12. Liaise with appropriate staff in making routine appointments or cancellations as directed by the Personal Medical Secretaries.
13. Supports Team Leader to induct and support junior members of the team.

This is not an exhaustive list of duties and a regular review will take place with the postholder as part of their ongoing development and performance management.

NO SMOKING

The Trust has a No Smoking policy, all Trust premises are considered as non-smoking zones.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in prosecution for an offence or action for civil damages under the General Data Protection Regulation 2018.

EQUAL OPPORTUNITIES

The Trust is an Equal Opportunity employer. Its aim is to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, marital status, religion, colour, race, nationality, disability, ethnic or sexual orientation, nor to be disadvantaged by conditions or requirements which cannot be shown to be justifiable, including age restrictions.

Please note that it is unlawful to discriminate/harass individuals on any of the above grounds and employees can be held personally liable as well as, or instead of, the Trust.

HEALTH AND SAFETY

All staff are expected to follow Trust Policies and Procedures relating to the Health and Safety at Work Act 1974.

INFECTION PREVENTION

Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C. difficile by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the Trust's Infection Prevention and Control policies located on the Intranet.

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SAFEGUARDING

We all have personal and a professional responsibility within the Trust to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns. Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities/partner agencies. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults. As an employee of the Trust you have the responsibility to ensure that: -

- a) You are familiar with and adhere to the Trust's procedures and guidelines for safeguarding children and adults at risk.
- b) You attend safeguarding training /competence and undertake additional training in relation to safeguarding relevant to your role and responsibilities.

TRUST VALUES

The Trust has developed a set of values which will apply to all staff. You will be expected to conduct yourself at all times in line with the values and the behaviour framework which underpins them. This includes the delivery of safe, high quality, caring services to our patients and colleagues.

STAFF MANAGEMENT AND DEVELOPMENT

You are responsible for putting in place mechanisms for monitoring the Trust policies, procedures and protocols and to ensure that these are routinely being followed by staff

You must undertake annual appraisal and develop personal development plans for all staff for whom you have line management responsibility

STAFF ENGAGEMENT

To engage with all staff on the design and delivery of services. This means listening to and involving staff in decisions that affect them and the service that they provide.

OWNERSHIP OF INTELLECTUAL PROPERTY

From time to time during the normal course of employment you as an employee may generate IP which may have value in the delivery of better patient care. This IP can be in the form of inventions,

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discoveries, surgical techniques or methods, developments, processes, schemes, formulae, specifications, or any other improvements which may give rise to certain rights such as patents, trademarks, service marks, design rights, copyright, know-how, trade or business names and other similar rights (all of the foregoing being referred to as “Intellectual Property Rights”).

Where such IP is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust. In relation to inventions potentially subject to patent protection this applies only if the duties of your employment would normally have been expected to give rise to inventions or if the nature of your responsibilities and duties are such that you are under a special responsibility to further the interests of the Trust. It is a condition of your employment not to exploit any IP Rights without the specific approval of your line manager, who will need to obtain advice on a case by case basis. In addition, you are also required to give the Trust all reasonable assistance required by the Trust in order to give full effect to this clause.

CARBON FOOTPRINT

Every staff member has a responsibility to contribute to the reduction of the Trust’s carbon footprint through their actions at work and their travel to and from work. All staff must ensure they minimise consumption of energy and reduce unnecessary transport, waste and water usage during the course of their duties.

Note

This job description is an outline only and may be amended to take account of changes within the department following discussion with the post holder.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the banding and competencies of the post.

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I agree that this job description is an accurate reflection of my current role and responsibilities.

Signed: Date:
Post holder

Signed: Date:
Line Manager

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