JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DETAILS

JOB TITLE: Medical Secretary (Part-time)

BAND: B4

LOCATION: Birmingham Children's Hospital

DEPARTMENT: Emergency Department

HOURS OF WORK: 15 hours per week (Thursday and Friday)

ON CALL/OUT OF HOURS: NO

ACCOUNTABLE TO: Operational Support Manager and Service Manager for U&CC

RESPONSIBLE TO: Operational Support Manager

DIRECTORATE: Urgent & Critical Care

We know that organisations which have strong values and behaviours do well and that employees are engaged, happy and motivated in their work. We've worked closely with staff to develop and embed our values and we will continue to ensure that they underpin the way we care for our patients and each other.

Our mission:

To provide outstanding care and treatment, to share and spread new knowledge and practice, and to always be at the forefront of what is possible.

Our vision:

To be a world-leading team providing world-leading care.

Our goal:

To be the best place to work and be cared for, where research and innovation thrive, creating a global impact.

Our values:

- Ambitious
- Brave
- Compassionate

JOB PURPOSE

A medical secretary is an essential role within the department to maximise patient safety and quality of experience by ensuring a comprehensive administrative and secretarial service to the ED consultants and associated clinical team.

JOB INFORMATION

This post is based within the Emergency Department at Birmingham Children's Hospital. The post-holder will liaise with other specialty teams across the Trust, with GP practices and community services.

CORE KEY RESPONSIBILITIES

PROFESSIONAL

1. To organise the consultants effectively and efficiently so that they are able to operate all their clinical and non-clinical commitments, facilitating communication between the Consultant and the associated clinical team.

2. Patient episodes are organised effectively and efficiently so that patients are seen without clinical risk, within agreed timelines and Trust standards, including the safeguarding policy and comply with relevant NHS guidelines and targets. Timely production of an accurate clinical record of each patient episode, using relevant IT systems and databases, including case note tracking system.

3. Actions resulting from each patient episode are planned and followed up within agreed timescales.

4. To liaise between patient/parents and the associated clinical team using face-to-face, telephone and written communication and instigate appropriate action accordingly, as befits the sensitive and complex nature of the information involved.

5. Completed investigations are available to each consultant and the appropriate healthcare team when required.

6. Typing of day-to-day correspondence and medical reports on behalf of the Consultant and other professionals working within the Department, using a PC with Windows based software, Excel and Access.

7. Co-ordinate out-patient episodes, using relevant IT systems and Trust databases, liaising with relevant clinical and non-clinical departments.

8. Input information onto the computer in accordance with hospital policy regarding patient administration and waiting list details (if applicable).

9. Maintain Advance Care Plan and Special Treatment folders and database, ensuring accurate and up to date information available for the clinical teams

10. Ensure stocks of trauma packs and SUDIC paperwork maintained at all times.

11. Support departmental induction for medical staff as appropriate and assist with work associated with teaching programme as required.

12. To effectively co-ordinate the departmental production of clinical and non-clinical reports, manuscripts, legal documents and complaints, in accordance with consultant/Trust requirements.

12. To assist in the organisation and smooth running of departmental meetings and ad hoc conferences/seminars, taking minutes when required.

13. To carry out any other secretarial duties, including faxing, scanning, e-mailing, filing, photocopying, maintaining and ordering stationery stocks, collecting and sorting post.

14. To be responsible for maintaining personal individual development within the Trust, including keeping up to date with changing working practices and procedures.

15. To provide cover for medical secretarial colleagues and administrators within the team for planned and unplanned absences. Assist with training and supporting temporary and new staff in line with Trust and departmental policies and procedures.

16. To carry out any other duties which may be requested by the Consultant, Operational Support Manger or Service Manager, commensurate with the grade of the post and to provide cover during the absence of other medical secretarial staff within the Department.
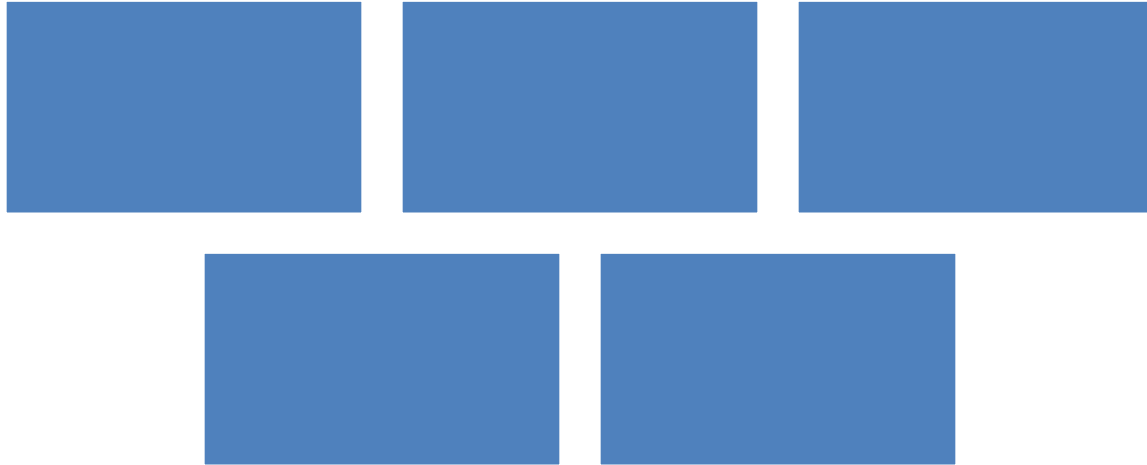

CLINICAL:

Not applicable.

PEOPLE MANAGEMENT

Not applicable.

SPECIFIC KEY RESPONSIBILITIES

Not applicable.

ORGANISATIONAL CHART

Do not add names and bands.

COMMUNICATION AND WORKING RELATIONSHIPS

The post-holder will communicate with the multidisciplinary team and other specialty departments across the Trust, in addition to GP surgeries, community services, patients and their families.

PLANNING AND ORGANISATIONAL SKILLS

The post-holder will be highly organised and attention to detail is essential when managing the follow up outpatient waiting list and inpatient admissions.

Not applicable.

PERSON SPECIFICATION

JOB TITLE: **Medical Secretary**

BAND: **B4**

LOCATION: **Birmingham Children's Hospital**

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
List qualifications required – include level of qualification and the subject required		
AMSPAR Diploma, relevant equivalent qualification or comparable medical secretarial experience.	**Essential**	**A/I/T**
RCA/OCR Stage II or equivalent qualifications.	**Essential**	**A/I/T**
Good standard of secondary education, including GCSE English or equivalent.	**Essential**	**A/I/T**
Medical Terminology qualification.	**Desirable**	**A/I/T**

KNOWLEDGE & NATURE OF EXPERIENCE	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
What level of experience is required for this post?		
Experience of working in a medical secretarial or similar role.	**Essential**	**A/I/T**
Experience of working in the NHS.	**Desirable**	**A/I/T**
Audio typing.	**Essential**	**A/I/T**
Good English and numeracy.	**Essential**	**A/I/T**
Working knowledge of medical terminology.	**Essential**	**A/I/T**
Good telephone manner.	**Essential**	**A/I/T**
Proven organisational skills.	**Essential**	**A/I/T**
Attention to detail.	**Essential**	**A/I/T**

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
What level of professional/managerial/specialist Knowledge is required? Which subject is this in? How will it be evidenced?		
What level of IT skills will be required?		

Knowledge of all hospital based IT systems	Desirable	A/I/T
Medical terminology	Essential	A/I/T

PERSONAL SKILLS / ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
E.g. time management **Ability to work under pressure** **Team member**		
Accuracy.	Essential	A/I/T
Good interpersonal and communication skills.	Essential	A/I/T
Highly motivated, flexible and possess enthusiasm to develop the role.	Essential	A/I/T
Able to work as part of a team.	Essential	A/I/T
Good organisational skills.	Essential	A/I/T
Able to use own initiative and deal with the unpredictable.	Essential	A/I/T
Able to work under pressure and multi-task.	Essential	A/I/T
Able to work to deadlines.	Essential	A/I/T
Able to work the hours and duties required by the post.	Essential	A/I/T
Able to adopt a flexible approach when required by the needs of the service (e.g. cover for periods of absence when needed).	Essential	A/I/T

OTHER REQUIREMENTS	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Are there any other requirements specific to this job role that have not been included elsewhere in the PS?		
None.		

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification.

	Designation	Name	Signature
Post Holder			
Manager			

Date of JD/Person Specification:

Date of Review:

Version: