NHS Humber Health Partnership

Kindness · Courage · Respect

ASSISTANT MEDICAL SECRETARY

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education and qualifications	• RSA II typing writing skills or equivalent • Good level of education/GCSE or equivalent • Awareness of patient pathways • Good understanding of Windows applications and MS Office, in particular Microsoft Word and Microsoft Access. • Overall understanding of the patient administration process • Understanding/Knowledge of Trust Policies and Procedures • Good organisational and administrative skills • Excellent Keyboarding skills	• NVQ Level 2 in Business Administration/Customer Care or acquired equivalent experience • Understanding of current NHS Information Systems. • Understanding of the complaints and incident report Procedure • Understanding of NHS Confidentiality issues • Knowledge of medical terminology • Knowledge of using CaMIS PAS • Understanding of Primary Care, GP and community services	Application / Interview/ Assessment
Occupational experience and abilities	• Effective Team Player • Proven ability of working on own initiative • Previous experience of working in a customer services environment • Demonstrate ability to pay attention to detail , reliably check and record data and be able to self check completed work • Demonstrate excellent communication skills with all levels of staff and patients • Demonstrate a good telephone manner and	• Experience of working within a team • Experience of working with the general public • Ability to deal with irate and worried people accessing the service • Time Management Skills or experience of working with a busy/demanding environment • Typing Skills • Experience of healthcare administrative systems and processes	Application / Interview/ Assessment

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	technique • Ability to work under pressure/meet tight deadlines whilst delivering high quality work • Ability to follow instructions; guidelines and procedures		
Personal Qualities	• Must be able to demonstrate a clear understanding of core trust values and be able to articulate in practice • Fit and physically capable of note handling, including lifting, carrying , bending and walking • Confidence and ability to establish effective working relationships. • Calm under pressure. • Flexible approach to work and working times • Strong attention to detail and accuracy • Self motivated		Application / Interview/ Assessment

THE HEALTH TREE FOUNDATION Your hospital charity

Pride & Respect
Pride in Ourselves, Respect for Others

HULL YORK MEDICAL SCHOOL

disability confident EMPLOYER

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