



Postoutline: Medical Secretary Radiology

Job Description Number - AS.OS802bX

Created On: 15/12/2006

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Post Outline is Approved

Purpose: To provide an advanced secretarial service to the Consultant Radiologists, and Superintendent Radiographers, by working on own initiative using extensive knowledge, skills and experience to manage and prioritise workload independently in accordance with operational standards and protocols. To provide a secretarial service to the Radiology Department by the taking of minutes for various departmental meetings and the organising of such meetings for time and venue.

Pay Band: Band 4

Reporting To: Office Manager

KSF Dimensions, Levels And Indicators

Dimension Type	Dimension Number	Dimension Name	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	3	A,B,C,D,E,F	2	A,B,C,D,E
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	2	A,B,C,D,E,F	2	A,B,C,D,E,F
Core	C3	HEALTH, SAFETY AND SECURITY	1	A,B,C,D,E	1	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C5	QUALITY	2	A,B,C,D,E,F	2	A,B,C,D,E,F
Core	C6	EQUALITY AND DIVERSITY	2	A,B,C,D	2	A,B,C,D
Specific	IK1	INFORMATION PROCESSING	2	A,B,C,D,E,F,G	1	A,B,C,D,E
Specific	G5	SERVICES AND PROJECT MANAGEMENT	1	A,B,C,D	1	A,B,C,D

Second Gateway (Full Outline)

Level: 3

Level Indicators:

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
- b) communicates with people in a form and manner that:
 - is consistent with their level of understanding, culture, background and preferred ways of communicating
 - is appropriate to the purpose of the communication and the context in which it is taking place
 - encourages the effective participation of all involved
- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

Foundation Gateway (Subset Outline)

Level: 2

Level Indicators:

- a) communicates with a range of people on a range of matters in a form that is appropriate to them and the situation
- b) improves the effectiveness of communication through the use of communication skills
- c) constructively manages barriers to effective communication
- d) keeps accurate and complete records consistent with legislation, policies and procedures
- e) communicates in a manner that is consistent with relevant legislation, policies and procedures

Examples Of Application:

a) Communicate with a wide range of healthcare professionals, outside agencies and/or patients and relatives electronically and verbally either face to face or over the telephone.

b) Communicate ensuring:

- communication is varied appropriately to a situation and to a level to which healthcare professionals, outside agencies and/or patients and relatives can understand.

- concerns on procedures, and appointment arrangements are fully understood by the patient.

- confidential and urgent clinical/medical information is relayed to patients/carers, whilst adhering to strict guidelines.

- empathy is shown to angry, distressed or emotional patients and their relatives whilst offering advice, reassurance and defusing situations to avoid potential complaints.

c) Recognise barriers to effective communication by:

- taking into account language barriers, medical situations and appropriateness of environment.

- simplifying information according to a situation.

d) Identify and inform colleagues of any failure in communication procedures and amend working practice accordingly following consultation with the manager.

e) Ensure communication is consistent with legislation, policies and procedures by:

- maintaining all correspondence, investigation reports and clinical details as per Trust policy on confidentiality.

- following Trust policies and legislation, ie x-ray reports, correspondence, recording of telephone calls, filing etc.

- communicating with reference to Freedom of Information, Data Protection, Patient Confidentiality and Equal Opportunities.

Examples of Application: a) Learn to respond to all manner of communication by answering the telephone and liaising with consultants, GPs, patients and internal and external agencies.

b) Ensure skills are enhanced by communicating with a wide range of healthcare professionals, outside agencies and/or patients, under the supervision and with the help when necessary, from other medical secretaries.

c) Learn to liaise with consultants, GPs, patients etc, ensuring that levels of communication are set dependant on the recipient of that information, to ensure all information/instructions are understood. This could vary from reading an x-ray report to a clinician to giving patient details of a forthcoming procedure.

d) Ensure details of telephone calls are passed on timely and accurately and to the appropriate member of staff.

e) Relay confidential information to patients and medical staff, adhering to confidentiality policy at all times.

Second Gateway (Full Outline)

Level: 2

Level Indicators:

- a) assesses and identifies:
 - feedback from others on own work
 - how s/he is applying knowledge and skills in relation to the KSF outline for the post
 - own development needs and interests in the current post
 - what has been helpful in his/her learning and development to date
- b) takes an active part in the development review of own work against the KSF outline for the post with their reviewer and suggests areas for learning and development in the coming year
- c) takes responsibility for own personal development and takes an active part in learning opportunities
- d) evaluates the effectiveness of learning opportunities and alerts others to benefits and problems
- e) keeps up-to-date records of own development review process
- f) offers information to others when it will help their development and/or help them meet work demands.

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- f) offers information to others when it will help their development and/or help them meet work demands.

Examples Of Application: a)Take part in KSF development review and identifies developmental needs by:

- helping in the induction of new staff.
- training and supervising new, inexperienced staff, offering guidance and support.

b)Record evidence of feedback relating to work strategies and through this feedback, ascertains relevant courses to benefit working practice.

c)Recognise, through contact with other medical secretaries, when working practice can be improved and undertake to do so.

d)Identify own learning needs and undertakes qualifications in the workplace to benefit working practices, ie ECDL, ensuring records are kept of courses attended.

e) Pass on experience and information from working practice and courses attended, to other members of staff relating to IT, office procedures etc.

f)Keep records of evidence of training courses attended, through certification or study leave application forms and ensure all mandatory courses are kept up to date and documented.

g) Recognises, through contact with other medical secretaries, when working practice can be improved and undertake to do so.

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g) Recognises, through contact with other medical secretaries, when working practice can be improved and undertake to do so.

Second Gateway (Full Outline)

Level: 1

Level Indicators:

- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
- b) assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation
- c) works in a way that minimises risks to health, safety and security
- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

- Examples Of Application:**
- a) Be aware of the importance of confidentiality when dealing with patients and their relatives, adhering to the Trust's Confidentiality Policy.
 - b) Ensure attendance at all mandatory Trust training in Health & Safety and Fire Training and take responsibility for the safety of own/colleagues/ patients within working environment.
 - c) Be aware of the Data Protection Act, ensuring appropriate and secure use of information technology (information displayed on PC) and patient/personnel details, ie patient/staff files, at all times.
 - d) Ensure help is summoned in case of emergency in the workplace and be responsible for your own safety and the safety of work colleagues.
 - e) Ensure any issues are reported which undermine health, safety and security.
 - f) Ensure adherence to the Health & Safety at Work Act.

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Second Gateway (Full Outline)

Level: 2

Level Indicators:

- a) discusses and agrees with the work team
 - the implications of direction, policies and strategies on their current practice
 - the changes that they can make as a team
 - the changes s/he can make as an individual
 - how to take the changes forward
- b) constructively makes agreed changes to own work in the agreed timescale seeking support as and when necessary
- c) supports others in understanding the need for and making agreed changes
- d) evaluates own and other's work when required to do so completing relevant documentation
- e) makes constructive suggestions as to how services can be improved for users and the public
- f) constructively identifies issues with direction, policies and strategies in the interests of users and the public.

Examples Of Application: a) Regularly liaises with Radiology staff and review and amend working practice to ensure streamlining of secretarial workflow through the department.

- b) Change normal working practice and prioritise workload when necessary, to the benefit of service provision.
- c) Contribute to facilitating necessary changes in work practice, showing flexibility as the nature of the job changes and the service develops.
- d) Compare own work practice to that of other medical secretaries and make changes to ensure service effectiveness.
- e) Ensure constructive suggestions from service users are discussed with other members of the team and implemented, when considered beneficial.
- f) Ensure changes are made to policies or procedures when an adjustment to working practice has proved to be advantageous.

Foundation Gateway (Subset Outline)

Level: 1

Level Indicators:

- a) discusses with line manager / work team the changes that need to be made in own practice and the reasons for them
- b) adapts own practice as agreed and to time seeking support if necessary
- c) effectively carries out tasks related to evaluating services when asked
- d) passes on to the appropriate person constructive views and ideas on improving services for users and the public
- e) alerts line manager / work team when direction, policies and strategies are adversely affecting users of services or the public

Examples of Application: a) Suggest ways of improving working practices with line manager/other medical secretaries.

- b) Change own working practices as agreed, seeking support if necessary.
- c) Carry out surveys/audits as and when requested.
- d) Pass on constructive views to improve service provision and benefit working practice of the office.
- e) Notify the line manager when working practice is detrimental to the service.

Second Gateway (Full Outline)

Level: 2

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and encourages others to do so
- b) works within the limits of own competence and levels of responsibility and accountability in the work team and organisation
- c) works as an effective and responsible team member
- d) prioritises own workload and organises own work to meet these priorities and reduce risks to quality
- e) uses and maintains resources efficiently and effectively and encourages others to do so
- f) monitors the quality of work in own area and alerts others to quality issues.

- Examples Of Application:**
- a) Prioritise own workload in accordance with operational standards and guidelines.
 - b) Act as a responsible member of the team by developing knowledge and skills necessary to fulfil position and assist others to solve problems and address issues.
 - c) Encourage the efficient use of resources in the workplace by prioritising own workload and assisting others when workload demands, to ensure most effective patient/service benefit.
 - d) Provide cover for colleagues as required and enables others to address problems and resolve issues, thus reducing risks to quality.
 - e) Attend appropriate courses to ensure office resources are used to their full potential.
 - f) Identify possible solutions to problems in the workplace or make recommendations where appropriate. Monitor quality of own work and ensure training is obtained as and when necessary to ensure no detriment to patients or service.

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Second Gateway (Full Outline)

Level: 2

Level Indicators:

- a) recognises the importance of people's rights and acts in accordance with legislation, policies and procedures
- b) acts in ways that:
 - acknowledge and recognise people's expressed beliefs, preferences and choices
 - respect diversity
 - value people as individuals
- c) takes account of own behaviour and its effect on others
- d) identifies and takes action when own or others' behaviour undermines equality and diversity.

Examples Of Application: a) Ensure that patients and colleagues are spoken to with respect, dignity and in privacy when relaying sensitive or confidential information.

b) Ensure that differing perspectives of patients, relatives and colleagues are treated with respect and courtesy at all times, taking into account religion, gender, sexual orientation etc. Act in an indiscriminate manner relating to what people may or not say and ensures inappropriate comments or language is not used at any time.

c) Ensure that communication at all levels is carried out with dignity and respect. Be conscious of how own behaviour and attitude can effect patients and other members of staff, ensuring that personal moods and beliefs do not make others uncomfortable.

d) Reports to manager, any member of staff whose behaviour undermines equality and diversity relating to discrimination, sex, race or religion, whether to another member of staff or patient/member of the public.

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Second Gateway (Full Outline)

Level: 2

Level Indicators:

- a) inputs, amends, deletes and modifies data and information accurately and completely consistent with legislation, policies and procedures
- b) establishes requirements and finds requested data/information using agreed procedures and appropriate sources
- c) collates, structures and presents data/information as requested using agreed systems and formats
- d) maintains the integrity of data/information consistent with legislation, policies and procedures
- e) assures the quality of data during modification, structuring and presentation
- f) stores data and information safely and in a way that allows for retrieval within appropriate timescales
- g) keeps the data/information system up to date.

- Examples Of Application:**
- a) Input data and identify when amendments and deletions are necessary to maintain accurate patient information in the Radis and PACS systems, ie changes in name, address, GP etc.
 - b) Retrieve radiology reports, appointment dates/times from the electronic system, in addition to retrieval and tracking of patient notes from PAS records/clinics/ other secretaries.
 - c) Recognise when patient information has changed and ensure data is updated, to guarantee consistency of patient records.
 - d) Collate information in an accurate and logical manner, for consultants to either attend meetings or clinics.
 - e) Ensure consistent and accurate usage of electronic and patient x-rays, to facilitate ease of retrieval for other users.
 - f) Ensure consistent and accurate update of patient records, ensuring accuracy of input, with specific attention to same-name/dob scenarios.

Foundation Gateway (Subset Outline)

Level: 1

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

- Examples of Application:**
- a) Initiate and ensure an accurate personalised filing system is kept up to date, both electronically and manually.
 - b) Provide accurate and confidential information for data entry and retrieval of patient information via the Radis and PACS systems.
 - c) Ensure accurate maintenance of patient records, to identify all patient details are correct and same-name scenarios are identified.
 - d) Ensure patient case notes and reports are available and up to date for appointment with Consultant when necessary.

Second Gateway (Full Outline)

Level: 1

Level Indicators:

- a) identifies with the team the activities to be undertaken to support services and projects
- b) undertakes activities effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Examples Of Application: a) Liaise with project manager, and other team members to ensure efficient and well co-ordinated arrangements of venues, catering and other forms of support when organising meetings or events.
b) Ensure accuracy when recording minutes of project/service meetings, and issue minutes, and reports following such meetings in a timely manner.
c) Ensure legislation, and policies and procedures are followed at all times.
d) Arrange travel, and book appointments for project leaders, radiologists and other imaging staff when necessary, ensuring accurate details at all times.
e) Liaise with other staff members and ensure all parties are informed as soon as possible when appointments, events and meetings are cancelled, ensuring alternative arrangements are made if necessary, and issued to all parties.

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