



## OUTLINE JOB DESCRIPTION

**Job Title:** Medical Secretary

**Grade:** Band 4

**Reporting to:** Admin Lead

**Accountable to:** Support Service Manager/Team Manager

**Location:** West Hub CMHT

### Job Purpose

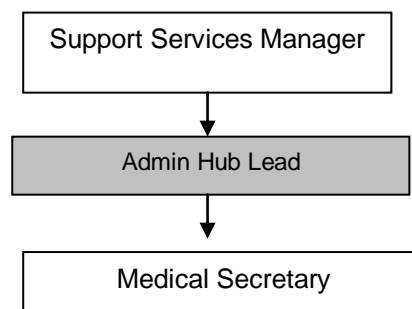
To provide a comprehensive secretarial service to the Consultant Psychiatrist and members of the medical team, assisting them in achieving their objectives and to liaise with all relevant and appropriate services.

### Job Summary

The post holder will be responsible for undertaking a wide range of administrative and secretarial duties, which include the receipt of all correspondence, booking of new patient appointments, attendance at MDT weekly meetings etc. The audio transcription and text processing of clinical letters, report and other correspondence as required by the medical team.

To act as a focal point of contact and be responsible for the dissemination of information, messages and enquires for the medical team, liaising with multidisciplinary team members, other health professionals and staff within the Trust, GP's, Social Workers, Service Users, Carers and any other appropriate external agencies.

### Organisational Chart



## **Key Communications and Working Relationships**

**Internal: Consultant, Support Services Manager, Clinical Team, Medics, Service Admin Team, Finance Team, Medical Workforce**

**External: Patients and Carers, GPs and Other Professional bodies, Health professionals and the general public.**

## **Principal Duties and Responsibilities**

### **Communication**

- 1) Acting as a focal point for telephone enquiries to the Consultant and medical team, taking messages and communicating them in a timely and effective manner as appropriate.
- 2) To liaise with a wide range of health service personnel, including those at a senior level within the Directorate, together with a wide range of outside agencies and organisations including General Practitioners etc.
- 3) Arranging meetings, reviews, case conferences, taking formal minutes of meetings and circulating the documentation in a timely manner.
- 4) To be able to deal tactfully and effectively with crisis calls and calls of a highly sensitive nature using analytical and judgemental skills.
- 5) Maintaining good working relationships with all members of the multidisciplinary team.

### **Organisational**

- 1) To be responsible for providing a comprehensive secretarial and administrative service to the Consultant and members of the medical team, including digital transcription, copy typing, typing of discharge summaries, reports and all other correspondence as required by the medical team.
- 2) To be responsible for updating the Trust Clinical Information System, RIO, informing new patients and the out-patients clerk via letter/telephone/memo/email of clinic cancellations.
- 3) Liaison with the Clinical Records Department and clinical/admin staff regarding case notes, requesting any existing notes required for re-referred patients.
- 4) Following up on lab results, missed appointments in liaison with the Consultant/Doctor and re-scheduling as requested.
- 5) To assist in caseload monitoring for new patient referrals bringing to the attention of the Consultant patients who DNA'd, are approaching waiting time breach, and patients waiting for first clinic appointment.
- 6) The post holder is expected to undertake necessary routine correspondence on own initiative.
- 7) The post holder is responsible for ensuring clinical records are stored securely whilst in current use. Responsible for retrieving the notes required for the clinic in good time from the Care Records Department, bringing to the attention of the Team Administrator any records which cannot be found and keeping care records up to date and in good order.
- 8) To liaise with other members of the Administration Team in order to provide a co-

ordinated and efficient secretarial service.

- 9) The post holder is responsible for ensuring confidentiality is maintained at all times in accordance with the Data Protection Act, Trust Policy and Good Practice.
- 10) The post holder is responsible for maintaining and conducting oneself in a professional manner towards colleagues and other agencies.

### **Professional**

- 1) The post holder is responsible for ensuring that they contribute and work towards the service/organisational aims and objectives.
- 2) The post holder is responsible for reading, understanding and complying with all relevant Trust and Statutory policies and procedures.
- 3) The post holder is responsible for maintaining and conducting oneself in a professional manner towards colleagues and other agencies.
- 4) To work on own initiative with minimal supervision, prioritising own workload in line with objectives of the Consultant and multidisciplinary team.
- 5) Collating and preparing up to date information in readiness for the new SHO doctors induction packs on a 6 month rotation, ensuring induction timetable is prepared.

### **Information Technology**

- 1) The post holder will be responsible for accessing the Trust Electronic Patient Records System (RiO) to enter and look up relevant patient information and to produce standard reports and template letters as required.
- 2) The post holder will be required to use Microsoft Outlook to receive and send electronic-mail as required.
- 3) The post holder is responsible for ensuring they are proficient in the use of Microsoft Office software, including Word, Excel and PowerPoint packages for corresponding, storing and producing documents and information as required.
- 4) To ensure Care Records Tracking Database is accurately maintained and updated as required to reflect movement of patient's notes across the Trust sites.

### **Education and Research**

- 1) Responsible for participation in the Trust appraisal process, identifying own professional, personal development and training needs.
- 2) To attend mandatory training days and away days and to actively participate in new developments within the Trust.

### **Security**

- 1) To take all possible precautions to safeguard the welfare and safety of staff, patients and visitors by implementing all policies and procedures relating to security.

### **Additional Duties**

- 1) The post holder will be required to provide cover for other members of the administration team during periods of leave, which may include duties such as typing, filing, reception cover etc.
- 2) Any other duties commensurate with the role.

## **General**

### Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

### Equal Opportunities

The Trust is committed to equality of opportunity. All staff are required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

### Conduct

It is expected that all employees will conduct themselves and represent the Trust in a responsible manner and comply with all policies and procedures;

### Risk Management and Health & Safety

The post-holder will ensure compliance with the Trust's Risk Management policies and procedures; these describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, employees and visitors from harm, and stress that all employees have a responsibility to minimise risk. The post-holder will be required to observe local Health & Safety arrangements and take reasonable care of him/herself and the persons that may be affected by his/her work;

### Safeguarding

All members of employees have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include any timely attendance at relevant training events and compliance with the Safeguarding Procedures;

### Training, Education and Development

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying his or her own training and development needs to meet their KSF outline;

### Research and Development

Research and development is at the heart of providing effective treatment and high quality services, supporting a culture of evidence based practice and innovation amongst employees. All employees have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research or as research participants themselves;

### Control of Infection

All employees whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance;

Therefore the post-holder is expected to keep patients, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections;

As a manager the post holder is required to ensure that infection control responsibilities are clearly identified, allocated and understood within your team and that appropriate resource, training and support is provided to ensure that they are compliant with Trust policies and procedures on Infection Control and Hygiene;

As a manager the post holder is required to ensure that employees are supported in attending the necessary training and on-going professional development to support their

responsibilities and ensure full awareness of infection control and hygiene;

#### Governance Standards

Comply with the relevant Governance Standards applicable to the Trust as communicated to the post-holder from time to time;

#### Records Management

Maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration;

#### Freedom of Information

Provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures;

#### Standards of Professional and Business Conduct

The post-holder will be required to comply with the Trust's Standing Orders and Stranding Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers. The post-holder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional Codes of Conduct;

#### Data Protection

Comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information;

#### Security

Comply with Trust policies to ensure there is a safe and secure environment that protects patients, employees and visitors and their property, and the physical assets and the information of the organisation;

#### Smoking

The Trust operates a No Smoking Policy.

#### Mobility

This is a Trust Wide appointment and travel around the Trust may be required;

#### Flexibility

BSMHFT is currently working in a climate of great change within the NHS. It is therefore expected that all employees will develop flexible working practices both within the Trust on a cross-directorate basis, and across Trust's and other organisations to meet the challenges and opportunities of working within the new NHS, which could include taking on new and changing responsibilities, according to the needs of the directorate;

This job description is a reflection of the current position and a summary of the key tasks and may change in light of the developing organisation and in consultation with the post holder.

It is the practice of the Trust to regularly examine employees' job descriptions and to update them to ensure that they relate to the job being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will therefore be expected to participate fully in such discussions and in connection with them and to help re-write your job description to bring it up to date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to insist on changes to your job description after consultation with you;

Work will be managed rather than supervised;

#### Environment

BSMHFT is a major NHS Trust and we pride ourselves in the unique environment which exists for all employees. An environment where innovation is encouraged, hard work rewarded, and where our employees play an inclusive role in new developments;

#### Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

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This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

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#### **Job Description Agreement**

Line Manager ..... **Signature**

..... **Name**

Post Holder ..... **Signature**

..... **Name**

**Date** .....

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Angela Brown  
SSM  
April 2017