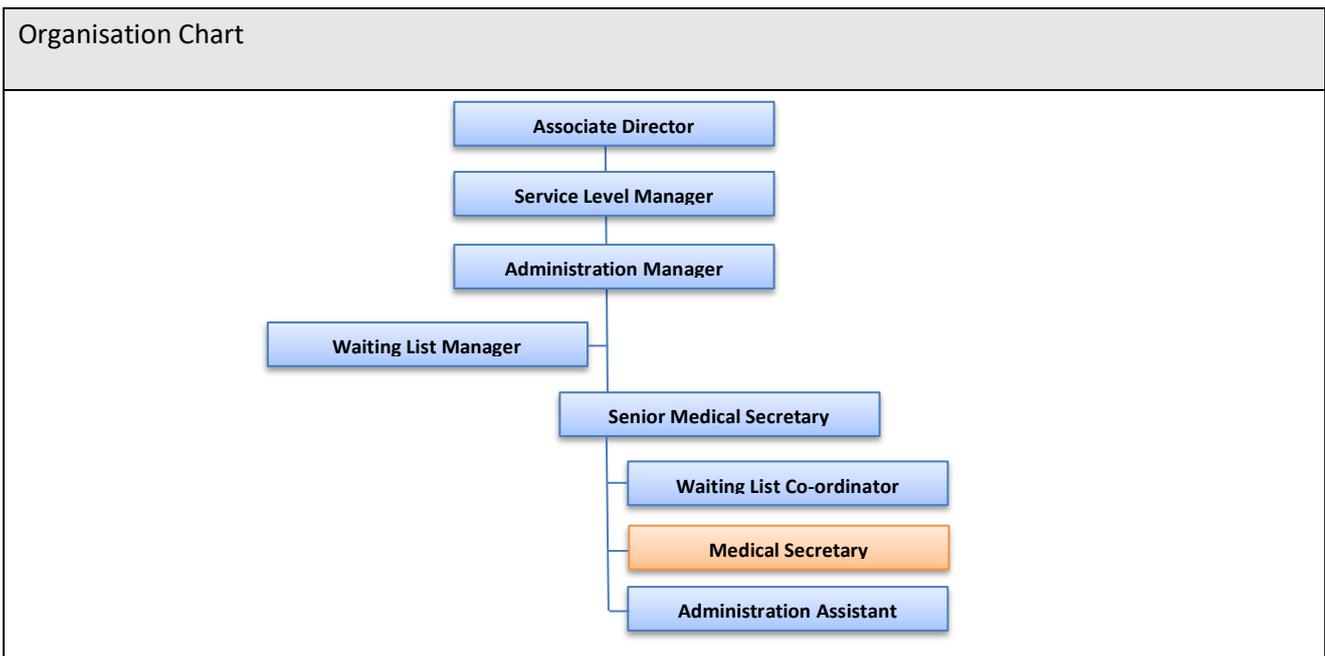


Job Description

| Job Details | |
|--------------------|----------------------------------|
| Job Title: | Team Medical Secretary Assistant |
| Directorate: | Surgical Business Unit |
| Department/Ward: | General Surgery Team |
| Location: | General Surgery |
| Pay Band: | AfC Band 3 |

| Main Purpose of the Job |
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| <ul style="list-style-type: none"> • Provide a high quality clinical typing service as delegated by the Admin Manager or Senior Medical Secretary, including; clinic instructions/outcomes, update routine information in procedural documents etc. • Action tasks arising from typing; including updating systems, outcome codes, internal referral, ITP & image transfer. • Support Multi-Disciplinary Team Meetings when necessary, as delegated by the Admin Manager. This may involve populating proformas, attending meetings, taking minutes and following up on actions from clinic. • Provide information to assist performance reporting and resolution of queries or complaints (e.g. PALS/InPhase) as required. • Contribute to ensuring the effective and efficient delivery of the clinical administration function, as delegated by the Admin Manager or Senior Medical Secretary. |

| Dimensions |
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| <i>eg Number of staff managed/budgetary responsibilities</i> |
| None / not applicable |



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| Communications and Relationships |
| <i>Please specify information being communicated and the level of complexity entailed and to whom, the skills required to motivate, negotiate, persuade, empathise, breaking bad news sensitively and provide reassurance.</i> |
| Dealing with telephone queries, checking patient information with clerical staff/patients. Communicating information verbally and in writing, routine information with patients and staff on, for example discharge, admission, transfer. Maybe barriers to understanding for example anxious patients, cultural differences, language or communication difficulties. |

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| Knowledge, Skills, Training and Experience |
| <i>Please include theoretical, practical, professional, special knowledge etc, required to fulfil the job satisfactorily at entry level. Please include educational level normally expected or equivalent level of practical experience.</i> |
| Knowledge of administrative systems, admission, patient information systems, hospital departments, clerical/office procedures, good keyboard and data input skills acquired through on-the-job training and/or with qualifications. |

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| Analytical and Judgemental Skills |
| <i>Please include analytical & judgemental skills required for the post e.g. making judgements in situations where information is either difficult to obtain/understand or medical notes/information on history is unavailable.</i> |
| Resolves problems, eg locating notes, appointment issues, follow up actions when responding to queries, escalating issues when necessary. |

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| Planning and Organisational Skills |
| <i>Examples include; planning or organising clinical or non-clinical services, departments, rotas, meetings, conferences and for strategic planning.</i> |
| Organises own workload/patient referral outcome actions to ensure services are delivered to meet internal and external quality/performance requirements. Attends Multi Disciplinary Reviews, completing necessary documentation and follow up actions within the required timeframe |

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| Physical Skills (manual dexterity) |
| <i>Examples Include: hand-eye co-ordination, sensory skills, (sight, hearing, touch, taste, smell etc), dexterity, manipulation, speed and accuracy, keyboard and driving skills.</i> |
| Standard keyboard skills, manoeuvring notes trollies, data input e.g. patient data into computer. |

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| Patient/Client care: |
| <i>Please specify the level of involvement in the provision of care to patients/clients and including how responsibility is shared with others.</i> |
| Incidental contact / Provides non-clinical information or advice to patients or relatives. |

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| Policy and Service Development: |
| <i>Level of involvement in the implementation of policy and contribution to the decision making process both within own department and other functions.</i> |
| Follows departmental procedures and policies. |

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| Financial and Physical Resources e.g. budget, stock and equipment: |
| <i>Responsibility for cash, budgets, and physical assets, vehicles, plant and machinery including the security of equipment.</i> |
| Use of office equipment. |

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| Human Resources |
| <i>Responsibilities of the job for the training and development of employees/students/trainees. In addition responsibility for the operational management of staff such as recruitment, discipline, appraisal, and career development.</i> |
| Demonstrates activities to new staff. |

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| Information Resources: |
| <i>Level of responsibility for either paper based or computerized records and systems, responsibility for information systems both hardware and software, plus the generation and creation of information</i> |
| Processes data/and manages information in accordance with Information Governance requirements and local policy/procedures. |

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| Research and Development: |
| <i>Responsibility for informal or formal clinical or non-clinical R & D including audit.</i> |
| Completes staff surveys and audits. |

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| Other Requirements: |
| <i>May be required to undertake duties not specified in the Job Description, but which are commensurate with the role and / or band as required by service need.</i> |
| The post holder may require occasional flexibility in working hours to accommodate departmental needs |

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| Freedom to Act |
| <i>Please specify the level of autonomy and accountability, the level of discretion in the role and where guidance is available from eg supervisor, departmental procedures/NHS Guidance/legislation.</i> |
| Expected to organise their own workload on a day to day basis to meet agreed performance requirement and priorities within standard operating procedures with advice and guidance readily available from managers. Required to use initiative to resolve or escalate patient related queries arising through the course of duties as appropriate. |

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| Physical Effort |
| <i>Please describe activities, frequency and the degree of effort required</i> |
| Light physical effort/at keyboard for long periods; lifting, sorting, filing, general handling of records; pushing trolleys with case notes. |

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| Mental Effort |
| <i>Please describe the scope, circumstances and frequency of concentration & interruptions</i> |
| Concentration for eg preparing notes, filing, taking and accessing patient details, answering queries, processing data and records. |

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| Emotional Effort |
| <i>Please describe the exposure, frequency and involvement in distressing or emotional situations</i> |
| May process information relating to terminally ill patients. |

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| Working Conditions |
| <i>Please describe the type and extent of exposure to unpleasant working conditions/hazards</i> |
| Office or similar conditions/Dusty conditions in storage areas, VDU use. |

CONTROL OF INFECTION

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust’s Control of Infection policy (IC 1). There should be specific discussion of control of infection within the KSF/Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

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| <p><i>Signed:</i> <i>(Job Holder)</i></p> <p><i>Date:</i></p> |
| <p>Signed: (Manager/Head of Service)</p> <p>Date:</p> |

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates
Risk Assessment Indicators for the post

| | DUTIES AND RISK FACTORS OF THE POST | Yes | No |
|-----|-------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 1. | Exposure Prone Procedures (EPP's)* | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. | Manual Handling Operations | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. | Dust, Dirt, Smells | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. | Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5. | Patient Contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. | Babies/Children Contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. | Food handling / Preparation | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. | Driving | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9. | Fork Lift Truck Driving | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. | User of Display Screen Equipment | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. | Noise | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 12. | Infestation | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 13. | Blood and Body Fluids/Waste/Samples/Foul Linen | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14. | Excessive Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 15. | Excessive Heat | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16. | Inclement weather | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17. | Radiation | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18. | Laser Use | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. | Working at Heights over 2 metres | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 20. | Confined Spaces | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 21. | Vibration i.e. Power Tools | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 22. | Using machinery with moving/exposed parts | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 23. | Shift work | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 24. | Use of latex products | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 25. | Physical violence / aggression | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 26. | Any other hazards please specify | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 27. | Other | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

If any hazard is identified above please give details below.

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| Hazards Identified:- n/a |
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*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

PERSON SPECIFICATION

POST: Band 3 Medical Secretary

| | Essential | Method of Assessment | Desirable | <i>Example Method of Assessment</i> |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------|-------------------------------------|
| Qualifications | RSA 2 in Typing or Word Processing or equivalent experience | Certificate | | Certificate |
| | GCSE grade C or above in numeracy and literacy | Certificate | | Certificate |
| Experience | Experience of working in NHS or healthcare environment | Application Form | | References |
| | At least 1 year experience of typing formal letters | Application Form | | Typing Test at Interview |
| | Experience of working in secretarial or office environment | Application Form | Audio typing | Application Form/References |
| | Experienced in using Microsoft Office packages | Application Form | | Application Form |
| Skills/Attributes/ Knowledge | Effective written and oral communication skills. | | Knowledge of Medway system | Application Form |
| | Ability to demonstrate good organisational planning skills | Application Form Interview | Knowledge of medical terminology | Application Form |
| | Willingness to update knowledge and skills as part of continuous personal development plan | Application Form Interview | | |
| | Ability to work autonomously and also as part of a team, developing good working relationships with colleagues | Application Form/Interview | | |
| | Enthusiasm, initiate and positive approach to career and personal development. | Application Form Interview | | |
| | Knowledge of administrative systems and procedures. | Application Form Interview | | |
| Physical Requirements | Able to move and handle safely without causing harm to themselves or others | Application Form | Trained in moving & handling procedures | Application Form |