



**Lancashire Teaching  
Hospitals**  
NHS Foundation Trust



# Together



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Lancashire Teaching Hospitals

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# LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

## JOB DESCRIPTION

JOB TITLE: Specialist Nurse Support Secretary

DIRECTORATE: Renal

REPORTS TO: Renal Clinical Support Manager

ACCOUNTABLE TO: Renal Clinical Support Manager

KEY RELATIONSHIPS: Medical Secretaries, Consultants, Junior Medical Staff, Specialist Nursing Teams

DIRECT REPORTS: None

HOURS: 30 hours over 4 hours Tuesday-Friday

LOCATION: RPH

BAND: 3

**NB: The Post holder may be required to work in other departments across the Trust including across Trust sites**

**DBS (Criminal Record) Check Level required for role:**

Please indicate the level of DBS Check required in this role	No DBS Required	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
	X					

**KSF Core Dimension Levels for Role**

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	2	2	2	2	1

**Role Summary**

The post holder will be a member of a team of renal support medical secretaries working as part of a typing pool providing secretarial and administrative support to consultants, junior medical staff and any other staff. They will support the efficient channelling of communication between medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust. The post holder will be required to support and provide cover for the medical secretaries as part of this role.

The post holder will demonstrate excellent organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

## **Key Duties and Responsibilities:**

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust.

## Our Values



### Being Caring and Compassionate

*Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.*



### Recognising Individuality

*Appreciating differences, making staff and patients feel respected and valued.*



### Seeking to Involve

*Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.*



### Building Team Spirit

*Working together as one team with shared goals doing what it takes to provide the best possible service.*



### Taking Personal Responsibility

*Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.*

ROLE DUTIES	MEASURABLE OUTCOMES					
<ul style="list-style-type: none"> <li>Be the point of contact for all day to day enquires, referring where necessary to more senior staff.</li> </ul>	<ul style="list-style-type: none"> <li>Keeps visitors informed of any delay / issues with the department which may impact on their experience. Displays positive body language and has a here to help attitude.</li> <li>Demonstrates that they are alert to incidents / activities which could impact on visitors / patients and communicates accordingly.</li> <li>Respectful of colleagues and the work they undertake.</li> </ul>	X	X	X		X

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<ul style="list-style-type: none"> <li>Act as first point of contact with new medical students and junior doctors contributing to ensuring local inductions are complete.</li> </ul>	<ul style="list-style-type: none"> <li>Treat all members of the team in a courteous manner, team members will provide positive feedback at appraisal.</li> </ul>			X	X	
<p><b>General Secretarial Duties</b></p> <ul style="list-style-type: none"> <li>Manage electronic calendars for the renal consultants, organising meetings as required and accurate maintenance of an electronic diary with effective communication of diary commitments.</li> <li>Coordinate meetings. This occasionally requires arranging venues and refreshments for off-site meetings.</li> <li>Provide secretarial / administrative services during periods of absence by perusing and distributing incoming correspondence, disseminating information, composing reports and correspondence, maintaining up-to-date filing systems, booking systems.</li> <li>Chase progress on all issues with appropriate managers as and when necessary to ensure that deadlines are met.</li> <li>Maintain efficient and effective administrative systems, including bring forward, and message taking.</li> <li>Organise daily workload, ensuring files and papers are available and up to date, providing briefings for the day's activities, highlighting deadlines and potential conflicts of interest.</li> <li>Attend meetings in order to take minutes and produce / distribute documentation as required.</li> <li>Organise meetings as required, to include preparation of agendas and minute taking, co-ordinating follow up action as required to ensure that decisions / recommendations are implemented.</li> </ul>	<ul style="list-style-type: none"> <li>Electronic diaries are kept up to date and up-coming meetings are highlighted.</li> <li>Meetings are arranged and notifications sent in a timely manner.</li> <li>Correspondence is dealt with in a timely manner, issues are highlighted and a comprehensive brought forward system implemented.</li> <li>Issues are dealt with in a timely manner, potential problems are highlighted effectively.</li> <li>Systems are implemented and updated where necessary.</li> <li>All files and paperwork are prepared in a timely manner, any deadlines are highlighted.</li> <li>Minutes are agreed as accurate at following meetings and are distributed within X days.</li> <li>All meetings are organised and agenda's distributed prior to meeting.</li> </ul>				X	X

<ul style="list-style-type: none"> <li>Provide secretarial and administrative support when other members of the team are absent.</li> </ul>	<ul style="list-style-type: none"> <li>All team absences are covered and work flows are maintained.</li> </ul>					
<ul style="list-style-type: none"> <li>Use databases and computer packages where appropriate to initiate and maintain records and generate statistics for analytical purposes.</li> </ul>	<ul style="list-style-type: none"> <li>All databases are completed in the appropriate manner. Work checked is correct.</li> </ul>					X
<ul style="list-style-type: none"> <li>Coordinate and liaise with junior medical staff and distribute all appropriate medical staff rotas (where necessary).</li> </ul>	<ul style="list-style-type: none"> <li>100% of medical staff rotas are distributed in a timely manner.</li> </ul>			X		X

Occupational hazards or exposures relevant to this job (please tick)			
<b>Physical</b>			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
<b>Chemical</b>			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
<b>Biological</b>			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
<b>Other</b>			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

### Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

### Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

### Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses ) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

### **Job Review**

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

**LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST**

**PERSON SPECIFICATION**

**POST: Support Secretary to Renal Kidney Choices & Vascular Access Teams**

**Band: 3**

**DIRECTORATE / DIVISION: Renal**

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>• Good general education to GCSE standard or equivalent.</li> <li>• Secretarial qualification (RSA or equivalent)</li> <li>• ECDL or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• RSA 1 &amp; RSA 2 typing qualification</li> <li>• Audio typing experience</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• Assessment</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Efficient in the use of Microsoft Word for Windows</li> <li>• Experience of Excel, PowerPoint, Outlook and internet</li> <li>• Previous secretarial experience</li> <li>• Understanding of the role specifically in relation to sensitive information</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of medical terminology</li> <li>• Previous administration experience in an NHS environment</li> <li>• Previous audio typing experience</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Able to use own initiative</li> <li>• Able to prioritise work</li> <li>• Excellent organisational skills</li> <li>• Possess excellent communication skills</li> <li>• Ability to liaise and coordinate with teams within other areas</li> <li>• Ability to work as part of a team</li> <li>• Ability to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Previous knowledge of Quadramed, Evolve, Smartcard etc</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• Assessment</li> </ul>
<b>Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly dependant on the needs of the service</li> <li>• Tactful and diplomatic</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Assessment</li> </ul>

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