

Job title: Medical Support Secretary

Band: 3

Department: MC Cancer Centre A&C

Division: Cancer Services



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Medical Support Secretary
Band:	3
Department:	MV Cancer Centre A&C
Base:	Mount Vernon Cancer Centre (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Cancer Services Assistant Service Manager

Job summary:

To provide and support the Macmillan Clinical Nurse Specialist team, Lymphoedema team, and Secretarial team with efficient and effective ranges of admin support within the Cancer Services Directorate. To manage constantly changing priorities and deadlines, handle enquiries from staff, patients and relatives.

Key working relationships:

- Assistant Director Cancer Services
- Assistant Service manager
- Macmillan Clinical Nurse Specialist team
- Lymphoedema team
- Secretarial Team

Main responsibilities:

- To manage constantly changing priorities and deadlines.
- To be responsible in managing own workload and assisting other teams to provide full administration support to nursing and consultant teams.
- To handle enquiries from staff, patients and relatives via email, telephone and face to face communication.
- Contacting patients and providing information when required and when requested by nursing teams.
- Ensure all enquiries from patients are handled tactfully and efficiently.
- To deal with highly stressed and emotional Cancer patients and their relatives over the telephone with a high level of empathy and understanding.
- To provide administrative and secretarial support to the Nursing teams and support medical secretaries in delivering a high standard service for all patients.

- Responsible for making patients' appointments and for informing the patients of arrangements made. Cashing up and booking any further required follow up appointments.
- Organising interpreter services, booking ambulance and voluntary transport of patients as required and for notifying patients of arrangements made.
- Ensuring all treatment forms and referrals are processed in an efficient and prompt manner, ensuring all scans, results and histology are collated.
- Assist nursing teams with HNAs and distribute outcomes to patients.
- To Liaise with GPs, other hospitals, clinics and other external agencies.
- Sorting and filing of investigation reports, and both internal and external letters in patient notes and electronic records, ensuring test results are filed in the correct systems.
- Liaise with Outpatients, Medical secretaries, Chemotherapy booking team, Radiotherapy booking teams to ensure patient pathways are followed with minimal delays.
- Locating and retrieving patients case notes from medical records.
- Attend Macmillan nursing team meetings, take and distribute minutes to the team.
- Opening all incoming mail, action and distribute as requested. To ensure all outgoing mail is sent within a timely manner.
- To undertake any training necessary to ensure knowledge of duties is up to date.
- Maintain and monitor nursing stationary supplies.
- Responsible for providing cover for colleagues in their absence as and when required also training new and temporary staff.
- Dependent on varying workloads, all administrators within the Directorate will help and support colleagues as required, including cover for annual leave and sickness or as directed by the Assistant Service Manager
- To undertake any other reasonable duties as required.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training <ul style="list-style-type: none"> • 5 Grade A-C GCSE or equivalent, including English & Maths • Recognised secretarial qualifications or relevant experience • RSA typing 	Y Y	Y
Previous Experience <ul style="list-style-type: none"> • Previous experience of delivering high standard work in a fast-paced, high volume environment • Experience of working both in a team and autonomously • Experience of working with difficult customers and challenging situations • Experience of working in a diverse environment, valuing equality for patients and staff • Previous oncology experience • Experience using Hospital PAS system • Previous experience in a Health or Care setting 	Y Y Y Y Y Y	 Y Y
Skills <ul style="list-style-type: none"> • Ability to work well in a busy environment, under pressure and to deadlines • Good computer skills • Excellent interpersonal skills with the ability to liaise effectively with a wide range of multi-disciplinary staff • Ability to follow complex protocols and feed back to senior staff as appropriate • Excellent written communication skills, with attention to accuracy • Excellent organisational and time management skills to meet deadlines • Strong customer care skills, treating customers with dignity and respect • Tact & Diplomacy skills to deal with sensitive issues discreetly 	Y Y Y Y Y Y Y	 Y
Knowledge <ul style="list-style-type: none"> • Knowledge of workings of clinics / hospital procedures • Knowledge of and commitment to continuously improving Services through an ability to sustain clear performance focus on achieving demanding goals • Knowledge of office systems including Microsoft Office, Word, Outlook and Excel • Knowledge of medical terminology 	Y Y	 Y Y
Other requirements <ul style="list-style-type: none"> • Understanding of, and commitment to, equality, diversity and inclusion • Role model our Trust values every day 	Y Y	