Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medical Secretary
Reports to	Admin Line Manager
Band	Band 3
Department/Directorate	(Surgery Care Group

JOB PURPOSE

To provide all aspects of secretarial and administrative duties to include diary management, audio typing patient letters and reports, note taking, operating a bring forward system and preparation of agenda's and associated papers. The post holder will liaise with other departments and hospitals communicating appointment and admission related information and assist with patient enquiries.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Medical Secretary will be based in the Trauma and Orthopaedics and will provide administrative support to the department**.**

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the Senior Medical Secretary.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Surgery

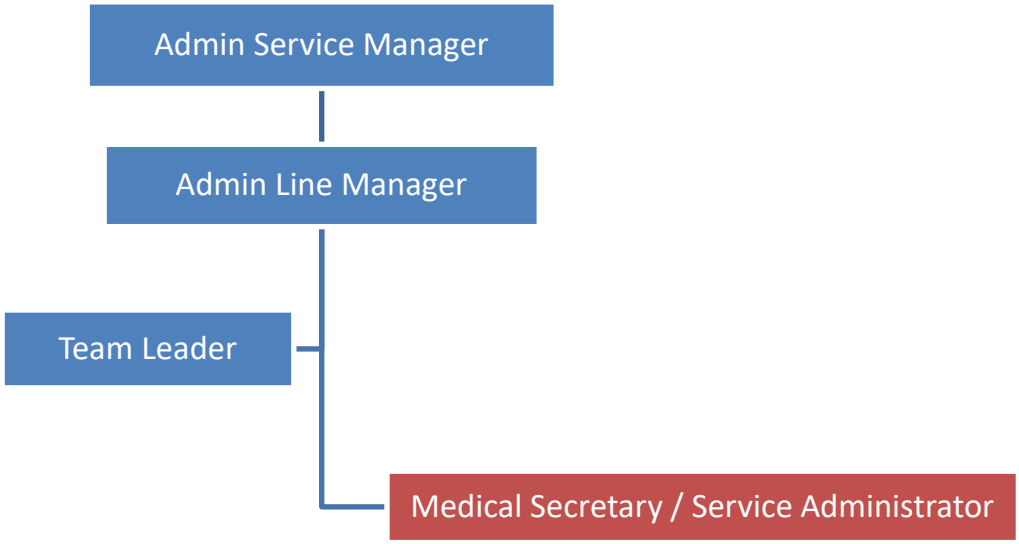
No. of Staff reporting to this role: N/A

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Consultants • Nursing Team • Admin Line/Service Managers • Operational Managers / Divisional Management Team • Other members of the Multi-Disciplinary Clinical Team • IM&T Departments • Administration and secretarial teams across the Trust	• Stakeholders • Colleagues at other Trusts • GP's • Patients and Relatives

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and dealing with clients in a confidential and sensitive manner. This could be face to face or over the phone and requires tact to exchange information relating to appointments/admissions.

To courteously and efficiently receive enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. To distribute and re-direct mail.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

Make judgements on facts, some of which require analysis, such as resolving conflicting appointments. Handle general issues and use initiative to escalate complex matters to a senior member of staff. The post holder will have the ability to use their initiative and take appropriate action in the absence of team/manager.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and have effective diary management to ensure appropriate clinic bookings are processed.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers, including appointment and admission information.

POLICY/SERVICE DEVELOPMENT

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

FINANCIAL/PHYSICAL RESOURCES

To monitor stock levels of stationery, receive deliveries and report maintenance faults.
To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

Maintain and update own training relevant to post.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

To be responsible for transcribing, inputting, storing and providing information, including having responsibility for data entry and note taking. The post holder will maintain the medical records systems and files in line with Trust policy.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Use advanced keyboard skills to be able to audio type.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

MENTAL EFFORT

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

EMOTIONAL EFFORT

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters or documents of a sensitive or distressing nature.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Medical Secretary

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Business Administration or Customer Care or equivalent qualification/ experience	E	
Relevant keyboard qualification (Advanced)	E	
AMSPAR or British Medical Secretary qualification which includes medical terminology		D
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills including the use of Word, Outlook, Powerpoint and Excel.	E	
Knowledge of medical terminology		D
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
EXPERIENCE		
Proven Secretarial experience within customer care environment	E	
Excellent administration and secretarial skills	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work independently, within a team and delegate tasks to and supervise lower bands.	E	

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required	 E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			X	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y		X		
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			