Royal Devon and Exeter NHS
NHS Foundation Trust

JOB DESCRIPTION

1. JOB DETAILS

Job Title: **Service administrator**

Band: **3**

Responsible To: **Administrative Line Manager/Department Line Manager**

Accountable To: **Administrative Line Manager/Department Line Manager**

Department/Division: **Surgical Services**

2. JOB PURPOSE

- To provide a full and efficient support secretarial service to consultants and secretarial teams. This will include checking the letters, and ensuring that all documentation (for example discharge summaries, operation notes, reports, theatre lists, clinic/appointment letters is produced to an excellent standard
- Specifically this post will work with colleagues and team leaders to ensure provision of a professional, efficient, accurate and timely service
- Ensure all information is secure and confidentiality of information is maintained at all times
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Ensure the professional image of the Trust is maintained at all times

3. KEY WORKING RELATIONS

- Administrative Services Manager/Administrative Line Manager
- Team Leader Medical Secretaries and other Medical Support Secretaries
- Consultants and other members of the medical team
- Patients and their relatives
- GPs
- Divisional Management team
- Senior Nursing staff and other ward staff
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

4. DIMENSIONS

- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART

Senior Operations Manager

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Operations Manager

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Administration Services Manager

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Administration Line Manager

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Admin Team Lead

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Post Holder

6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative functions

- Assist in monitoring the in-patient and day case waiting list and escalate any potential issues
- Ensure that waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy.
- Ensure all Referral to Treatment pathways are correctly completed on PAS in real time
- Use multiple computer systems as required within the department such as PAS, NHS E-referrals, CRIS
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS in line with Trust Information Governance policy
- Maintain health records and patient files in line with Trust Health Records Policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

Service delivery/improvement

- To coordinate and organise the attendance of patients to outpatient, inpatient & day case appointments in line with local team and Trust arrangements as instructed
- To work with the team to ensure adequate cover is in place during periods of leave
- To assist with the management of consultants' and team diaries (this may include informing all appropriate people/departments of annual or other leave of members of the clinical team)
- To assist other secretaries and members of the admin team in the delivery of a high quality service
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- To have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

Communication

- Deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information
- Liaise within the multidisciplinary team to ensure essential patient information is available
- Inform patients of any short notice changes of appointment or admission dates, wherever possible providing them with alternative dates

- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

Resource Management

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

Trustwide Responsibilities

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

THE TRUST – Vision and Values

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,

Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

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PERSON SPECIFICATION

POST: Support Medical Secretary
BAND: 3

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1st PDR or (award of) increment
QUALIFICATIONS / TRAINING:		
Minimum of 3 qualifications to include, GCSE grade A-C/4-9 or equivalent in Maths and English	E	E
RSA III Typing or equivalent	E	E
Audio Typing qualification or equivalent experience	E	E
Clinical Document Management (CDM)	D	E
AMSPAR/Medical Terminology qualification or equiv.	D	E
Patient Administration System (PAS) Level 3 outpatients	D	E
ECDL, CLAIT or equivalent	D	E
KNOWLEDGE / SKILLS:		
Excellent planning & organisational skills	D	E
Ability to prioritise workload to respond to changing demand	D	E
Ability to co-ordinate complex diary management	D	E
Ability to liaise and communicate with staff at all levels	E	E
Motivation and negotiation skills	D	E
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	E
Ability to promote good working liaisons (staff, patients, relatives)	E	E
Extracting information / Listening Skills	E	E
Ability to handle complex enquiries - distressed & anxious patients	E	E
Ability to deal with challenging behaviour	E	E
Ability to provide excellent customer care	E	E
Knowledge of IT databases and computer systems	E	E
Comprehensive PC skills - databases, word-processing, email, Excel	E	E
Understanding of hospital IT systems	D	E
Knowledge of PAS or equivalent information system	D	E
Analytical skills & ability to problem solve	D	E
Proven strong administration skills	E	E
Accurate data entry	E	E
Excellent telephone manner	E	E
Accurate Audio Typing	E	E
Knowledge of Trust procedures	D	E
Able to work independently, with minimum supervision	D	E
EXPERIENCE:		
Previous clerical experience	E	E
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D	E
PERSONAL ATTRIBUTES:		
Enthusiastic highly motivated & committed to delivering a service	E	E
Understand team work and work within a team	E	E
Able to plan and organise workload	E	E
Able to prioritise own work load and meet deadlines	E	E
Ability to work un-supervised	E	E
Can remain calm and professional in a busy environment	E	E
Empathetic, but able to understand professional boundaries	E	E

Smart appearance, adhering to the Uniform Policy	**E**	**E**
Welcoming friendly and approachable manner	**E**	**E**
An adaptable approach to work	**E**	**E**
Flexible approach to working hours	**D**	**E**
Commitment to continual development to inc. relevant new systems, policies and procedures	**E**	**E**
Adheres to relevant Trust policies & procedures	**E**	**E**
Adheres to confidentiality & data protection requirements	**E**	**E**

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	