**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title**: **Medical Secretary - Team Leader**

**Band: 4**

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

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

**Department/Division: Medical Imaging, Specialist Services Division**

**2. JOB PURPOSE**

* To provide a full and efficient secretarial service to consultants and clinical teams. This will include audio typing and personal dictation, and ensuring that all documentation (for example discharge summaries, operation notes, reports, theatre lists, outpatient clinic notes and clinic/appointment letters) is produced to an excellent standard
* Responsibility for the management of Patient pathways in line with the 18 week RTT Access Policy, as well as supporting other Trust targets.
* Responsibility for the team leadership of a secretarial team to include day to day supervision
* Ensure the medical secretarial team provide 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
* Administration and secretarial teams across the Trust
* 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
* Central Support Team

**4. DIMENSIONS**

1. The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required. This post may also require the post holder to work in our office in Osprey House as required.

**5. ORGANISATIONAL CHART**

Admin Services Manager

Admin Line Manager

Medical Secretary/ Team Leader (Post Holder) 

Admin Team Leader

Booking Clerks/Receptionists

**6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Administrative functions**

* To manage and monitor the in-patient and day case waiting list to ensure that waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy. This will include the use of PAS/Pivot tables as appropriate, and liaising with senior staff to answer queries about waiting times
* To manage the waiting list to ensure waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy
* Responsible for identifying patients at risk of not meeting NHS waiting times standards, and to notify the relevant Consultant and escalate to the senior management team as appropriate
* 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 manage the consultants’ and team diaries (this will include informing all appropriate people/departments of annual or other leave of members of the clinical team)
* To supervise and monitor secretaries and members of the admin team to achieve the delivery of a high quality service
* To promote a learning culture and support the sharing of best practice within the team
* 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
* 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

1. 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**

* To communicate with patients and colleagues in a courteous, professional and timely manner at all times
* To 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 in a friendly and professional manner.
* 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
* To take a lead in team meetings as required, cascading key information
* 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

**Human Resources**

* Provide day to day supervision to junior members of the administration team, including allocating and checking of work, agreeing annual leave and resolving straight forward staffing issues
* Provide accurate information to the Line Manager to enable the updating of the Trust HR/payroll system (ESR) in relation to employee records i.e. mandatory training, absence.
* Support recruitment and induction of new members of staff
* Undertake return to work interviews and straight forward absence management monitoring, as instructed by Line Manager
* Assist Line Manager in delivery of PDR for the team members overseen by this post
* May be required to provide training to junior staff on systems and processes

**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
* Comply with any relevant HR policies

**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.

**PERSON SPECIFICATION**

**POST: Medical Secretary – Team Leader**

**BAND: 4**

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| **REQUIREMENTS** | Essential / Desirable at: | |
|  | Recruitment | 1st PDR or (award of) increment |
| **QUALIFICATIONS / TRAINING:**  Educated to ‘A’ Level standard or equivalent  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ level 3 in Business Admin or equivalent  ILM Level 3 Award in Management or equivalent  RSA III Typing or equivalent  Audio Typing qualification or equivalent experience  Clinical Document Management (CDM)  AMSPAR/Medical Terminology qualification or equiv.  Patient Administration System (PAS) Level 3 outpatients  ECDL, CLAIT or equivalent | **E**  **E**  **E**  **D**  **E**  **E**  **E**  **E**  **D**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS:**  Proven ability to motivate staff & encourage teamwork  Ability to promote good working liaisons between staff  Ability to coach / Mentor others  Ability to effectively supervise staff on a day to day basis  Ability to engage & influence staff within their area of responsibility  Ability to undertake the PDR Process  Ability to deal with members of a multidisciplinary team  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to co-ordinate complex diary management  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Analytical skills & ability to problem solve  Good decision making skills  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Accurate Audio Typing  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Thorough understanding of NHS performance targets  Understanding of the basics of Finance and Health & Safety | **E**  **E**  **D**  **D**  **D**  **D**  **E**  **E**  **E**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff | **E**  **D**  **D** | **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES:**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |

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| **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 |  |