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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title:** | ED Team Leader Medical Secretary /TARN Co-ordinator |
| **Reports to:** | ASM & ALM for Acute & Emergency Medicine |
| **Band:** | Band 4 |
| **Department/Division:** | Emergency Department/Medicine |

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| **JOB PURPOSE** | | |
| **Team Leader**   * To provide high quality personal assistance to management team including responsible administrative support in their absence, using own initiative and working without supervision. * Provide a comprehensive secretarial and administration service. Supporting members of the management and administrative and clerical team. * This post will be responsible for the team leadership of the secretarial team. Specifically the day to day supervision of the team will be a direct responsibility of this post. * This post will ensure that the secretarial team will provide a professional, efficient, accurate and timely service.   **TARN Co-ordinator**   * The post holder will be responsible for the provision of timely, accurate and reliable data to the Trauma Audit & Research Network (TARN), ideally within 25 days of discharge. This will involve the development, creation and testing of systems and tools to accurately identify TARN eligible patients, using the TARN inclusion criteria, admitted to the Trust via the Electronic Data Collection and Reporting (EDCR) system of TARN eligible patients utilising a number of different IT systems within The Royal Devon University Hospital NHS Foundation Trust. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Rota and Staffing Manager for Medicine, Clinical Lead, Consultants, Juniors Doctors and other members of the medical and multi-disciplinary teams * Divisional Management team * Members of the multi-professional clinical team * HR Department * Administrative and clerical staff within area of responsibility * Trauma Audit Research Network * External NHS organisations * External organisations/providers * Management Teams * Trust Executive member * Non-Executive Directors * Board of Governors * External NHS organisations * External organisations/providers * Administrative and Clerical staff within area of responsibility * Other secretarial support teams * Team Leader Medical Secretaries and other Support Secretaries * Cluster Manager * Administrative Services Manager * Consultants * Members of the medical team * Medical students * Work experience students * Patients and their relatives * GPs * Specialist nurses * Nursing staff and other ward staff * Other members of the multi-professional clinical team * Health Records & IM&T Departments | | |
| **ORGANISATIONAL CHART** | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| * Ensuring that all documentation is produced to an excellent standard * Use multiple computer systems as required within the department * Respond to complaints where appropriate, escalating to Line Manager if unable to resolve * To co-ordinate collection of a range of data collection on behalf of the departments and undertaking a comparison of this data to ensure the Trust complies with local and national standards relating to the submission of information in respect of national audits. * To respond swiftly and efficiently to internal and external information requests including the development and production of both regular and ad-hoc reports on the performance, activity and demand within the directorate. * To support the provision of accurate, reliable and timely, complex clinical, sensitive data to the Trauma and Audit Research Network (TARN) by completion of data submissions via the web based system, according to the TARN inclusion criteria. * Attend updates and regional Meetings in regards to TARN * To assist the Admin Services Manager and Admin Line Manager and deputise in their absence to help with ED Admin Rota * To learn the roles of both PFC and Receptionist in order to cover if required. * To provide supervision to Support Secretaries and Administrative Assistants on a day to day basis. * Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required. * To ensure Trust database (Learn+) is kept up to date and accurate for all training. * To provide a full and efficient secretarial service to Line Managers, administrative and clerical teams and secretarial teams. This may include audio typing and personal dictation. * To ensure all requests or requirements are actioned appropriately in the manager’s absence. * Ensuring that all documentation is produced to an excellent standard. * To ensure adequate cover is in place during periods of leave. * To manage Managers’ and team diaries, ensuring all absences/meetings are accurately recorded. * To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment. * To take meeting minutes and notes according to Trust policy guidelines. * To ensure records and filing systems are maintained in line with Trust policies * To ensure secretaries are able to provide a full and comprehensive quality service. * To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work, proposing changes to working practices and procedures. * To ensure stationery levels are maintained at all times. * To communicate with staff, external organisations 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, staff and other parties with required information in a friendly and professional manner. * To manage email communication in a timely way and in line with the RD&E’s Email Best Practice guidance. * To organise meetings as required, including agreeing with other attendees and renegotiating any changes. * To participate in team and directorate meetings as required | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| * Supervise one or more staff members. This post will include checking of work, authorising annual leave, resolving simple staffing issues, assisting in PDR delivery, supporting with recruitment and ‘return to work’ interviews following staff sickness * The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required * Communicate regarding a variety of enquiries on behalf of staff, using initiative, and following advice as directed * Make and receive telephone calls both external and internal according to Trust standards * 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 * The post holder would be expected to Communicate highly complex / complex information with senior clinical staff on a regular basis to ensure that appropriate patients are identified as TARN eligible and monitor / ensure the associated documentation is completed to fulfil contractual obligations. * Attend meetings, which are relevant to the role and area of work across the Trust * Communicate with senior clinical staff on a regular basis to ensure that appropriate patients are identified as TARN eligible and monitor / ensure the associated documentation is completed to fulfil contractual obligations. * To communicate with patients and colleagues in a courteous, professional and timely manner at all times. * To receive telephone calls and accept messages on behalf of members of the clinical team and take appropriate action where necessary. * To contact patients whose appointment dates need to be changed * To support the Cluster manager, Senior Nurse, Admin Services manager in daily diary management * To support the Cluster manager, Senior Nurse, Admin Services manager is collating information for complaints to be closed with the Trust time frame | | |
| **ANALYSIS AND JUDGEMENT** | | |
| * To co-ordinate collection of a range of data collection on behalf of the departments and undertaking a comparison of this data to ensure the Trust complies with local and national standards relating to the submission of information in respect of national audits. * To provide high quality information and reports on an ad hoc basis to tight deadlines. * Routinely update and submit data to national systems (TARN and other appropriate organisations) to support monitoring of Trust clinical performance. * Deliver necessary administrative work to the specification of the department, according to current demands. * To co-ordinate data collection on behalf of the department to ensure the Trust complies with local and national standards relating to the submission of information in respect of national audits * To respond swiftly and efficiently to internal and external information requests including the development and production of both regular and ad-hoc reports on the performance, activity and demand within the directorate. * The post holder is responsible for keeping up to date with changes and will provide TARN support, which includes clinical knowledge, to other staff members within the department and network. * The post-holder will be required to participate in various clinical audit projects by way of data collection, analysis and reporting. * Work with the appointed ‘validation’ consultant to ensure robust data quality. * To provide day to day supervision and performance monitoring to junior members of the administration team, including allocating and checking of work, authorising annual leave and resolving simple staffing issues. * To support recruitment campaigns by undertaking shortlisting of candidates. * To undertake return to work interviews and absence management monitoring. * To assist Admin Service Manager & Admin Line Manager in delivery of PDR for team members overseen by this post. | | |
| **GOVERNANCE** | | |
| * To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews to assist all members of the team in being up to date * 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 | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| * 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 divisional meetings as required * Contribute to audits regarding departmental procedures * 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 * To provide a full and efficient secretarial service to consultants and secretarial teams. This will include audio typing, and ensuring that all documentation (for example discharge summaries, breach reports and internal clinic notes and clinic/appointment letters) is produced to an excellent standard. * To work with the team to ensure adequate cover is in place during periods of leave. * To assist the management of consultants’ and team diaries (this will include informing all appropriate people/departments of annual or other leave of members of the clinical team). * To support the ED Governance meetings, collating paperwork and taking minutes. * To support the frequent attender meetings, updating ASAP with alert. * To assist with the organisation and running of internal and external events: conferences etc. * To assist with the planning/ running of Junior Doctors induction, rota’s and educational programmes. * To support managers and clinicians with the administration of the clinical staff rota’s * To assist other secretaries and members of the admin team in the achievement of a quality service. * To assist with minute taking at Departmental and complaints meetings. * Organising/booking rooms for meetings. * To assist the Admin team leader with Departmental IT support daily checks * Update the department Tree of knowledge * To support the department TARN database * Charter for Management and Secretarial Support | | |
| **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 * To maintain stock control, re-ordering supplies where necessary | | |
| **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.   * Undertake return to work interviews and straight forward absence management monitoring, as instructed by Line Manager/Clinicians * May be required to provide training to junior staff on systems and processes | | |
| **OTHER 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 | | |
| **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. | | |
| **POST** | ED Team Leader Medical Secretary /TARN Co-ordinator | |
| **BAND** | 4 | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to ‘A’ level standard or equivalent  Minimum GCSE (or equivalent) grade A-C in English and Maths ILM/CMI Level 3 or NVQ in Business Administration or equivalent  ECDL, CLAIT or equivalent | **E**  **E** | **D**  **D** |
| **KNOWLEDGE/SKILLS**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems, including excel  Understanding of hospital IT systems (EPIC)  Understanding of ED ASAP System  Analytical skills & ability to problem solve  Proven strong administration skills  Excellent telephone manner  Knowledge of Trust procedures  Knowledge and experience of TARN submissions  Proven knowledge of medical terminology  Able to work independently, with minimum supervision  Proven ability to motivate staff and encourage team work  Ability to coach and mentor others  Ability to effectively supervise staff on a day to day basis  Ability to engage and influence staff within their area of responsibility  Ability to deal with members of a multi-disciplinary team  Ability to co-ordinate complex diary management  Good decision making skills  Understanding of the basics of finance and health and safety | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D**  **D**  **D**  **D**  **D**  **D** |
| **EXPERIENCE**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery  Supervision and the development of staff | **E**  **E** | **D** |
| **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 including 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**  **E**  **E**  **E**  **E** |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |