

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Medical Secretary |
| **Reports to** | Arden Wild |
| **Band** | Band 3 |
| **Department/Directorate** | Maxillofacial and Orthodontics |

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| **JOB PURPOSE** |
| The role involves providing comprehensive secretarial and administrative support to the Senior Medical Secretary, Consultants, and Nursing staff within the Maxillofacial and Orthodontics department, as well as offering cover for the Plastics department when required. Key responsibilities include managing diaries, typing patient correspondence such as referral and discharge letters, and assisting in the preparation of patient records. The postholder will also coordinate with various departments and hospitals to facilitate communication regarding patient appointments, admissions, and procedures. Additionally, the role entails responding to patient queries, ensuring effective communication, and contributing to the smooth running of the departments by supporting day-to-day administrative functions. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide administrative support to consultants and clinical staff by managing their calendars, scheduling appointments, and assisting with their patient lists. * Type and format clinical correspondence, including letters to patients, referrals, and reports, using dictation software or manually. * Organise, manage, and maintain patient records, ensuring confidentiality and adherence to data protection guidelines. * Answer telephones and respond to queries from patients, relatives, and colleagues, ensuring excellent customer service. * Book and arrange patient appointments, investigations, and follow-ups as required by clinical teams. * Prepare and send out appointment letters, referral letters, and reports as required. * Ensure the timely and accurate transcription of medical reports, patient notes, and other necessary documentation. * Process and manage incoming and outgoing mail efficiently, directing it to the relevant personnel. * Assist with managing patient waiting lists and scheduling for clinic appointments or surgeries. * Provide general administrative support to the medical team, including filing, photocopying, and scanning documents. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility: Administration  No. of Staff reporting to this role: one    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 | * GP PRACTICES | | * NURSES | * PATIENTS/RELATIVES | | * PATH LAB * MANAGERS | * PHARMACEUTICAL COMPANIES | | * BOOKINGS TEAM * MEDICAL SECRETARIES |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will make decisions on a daily basis with the support from clinical staff when it comes to clinical decision making. However, the post holder will be expected to work autonomously in regards to administrative duties/decision making on a day to day basis but will have the support from their line manager if required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.  To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.  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.  Manage and collate electronic and manual calendar/diaries for the team. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the 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 that of staff in lower banded jobs.  Plan and arrange staff cover as and when required.  Regularly arrange meetings. |
| **PATIENT/CLIENT CARE** |
| Contact with patients is primarily via telephone/emails/epic patient messaging although there will be occasional direct contact with patients if they are in the hospital and ask to speak with the administrator. |
| **POLICY/SERVICE DEVELOPMENT** |
| To be involved in changes of policy and standard operating procedures when administrative responsibilities form part of those policies/SOP’s. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To be responsible for overseeing and monitoring levels of stationary and ordering as appropriate via the Trusts ordering system, receive deliveries. To ensure the efficient use of resources and equipment within the team and maintain and 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** |
| Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| The post holder should be proficient in high speed typing and accuracy. The post holder should be able to demonstrate that they are conscientious with their working and show initiative. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder may be expected to exert light physical effort on a frequent basis ie moving boxes of stationary. |
| **MENTAL EFFORT** |
| The work pattern can be unpredictable with frequent interruptions. 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 work from communities sites in the future and involve an element of home working. |
| **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. Rare exposure to distressing circumstances. |
| **WORKING CONDITIONS** |
| The post holder will be office based and will use display screen equipment for a substantial part of the 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. |

PERSON SPECIFICATION

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| **Job Title** | MEDICAL SECRETARY |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  **Good standard of Education to include Mathematics and English Language**  **NVQ3 in Business Administration or Customer Care or equivalent experience.**  **Relevant keyboard qualification ie. RSA III** | E  E  E |  |
| **KNOWLEDGE/SKILLS**  **Effective interpersonal, organisational and communication skills**  **Advanced IT/Keyboard skills**  **Ability to manage own workload** | E  E  E |  |
| **EXPERIENCE**  **Proven clerical/administrative experience within customer care environment**  **Previous NHS experience**  **Cash management** | E | D  D |
| **PERSONAL ATTRIBUTES**  **Reliability and Flexibility, able to contribute to changing demands of the service.**  **Willing to undertake training relevant to the post.**  **Ability to work effectively within a team.**  **Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.** | E  E  E  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 |  |

Complete the table below as appropriate

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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 | Y |  | X |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | Y | X |  |  |  |
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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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N | X |  |  |  |
| Driving | N | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | X |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y |  | X |  |  |
| Challenging behaviour | Y |  | X |  |  |