Royal Devon University Healthcare NHS Foundation Trust

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: **Neurology**

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

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

5. ORGANISATIONAL CHART

Operational manager

Admin line manager

Team leaders

Secretaries

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
- 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

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

POST: Medical Secretary – Team Leader
BAND: 4

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	**1st PDR or (award of) increment**
QUALIFICATIONS / TRAINING:		
Educated to 'A' Level standard or equivalent	**E**	**E**
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	**E**	**E**
NVQ level 3 in Business Admin or equivalent	**E**	**E**
ILM Level 3 Award in Management or equivalent	**D**	**E**
RSA III Typing or equivalent	**E**	**E**
Audio Typing qualification or equivalent experience	**E**	**E**
Clinical Document Management (CDM)	**E**	**E**
AMSPAR/Medical Terminology qualification or equiv.	**E**	**E**
Patient Administration System (PAS) Level 3 outpatients	**D**	**E**
ECDL, CLAIT or equivalent	**E**	**E**
KNOWLEDGE / SKILLS:		
Proven ability to motivate staff & encourage teamwork	**E**	**E**
Ability to promote good working liaisons between staff	**E**	**E**
Ability to coach / Mentor others	**D**	**E**
Ability to effectively supervise staff on a day to day basis	**D**	**E**
Ability to engage & influence staff within their area of responsibility	**D**	**E**
Ability to undertake the PDR Process	**D**	**E**
Ability to deal with members of a multidisciplinary team	**E**	**E**
Excellent planning & organisational skills	**E**	**E**
Ability to prioritise workload to respond to changing demand	**E**	**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	**E**	**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	**E**	**E**
Knowledge of PAS or equivalent information system	**E**	**E**
Analytical skills & ability to problem solve	**E**	**E**
Good decision making skills	**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	**E**	**E**
Able to work independently, with minimum supervision	**E**	**E**
Thorough understanding of NHS performance targets	**D**	**E**
Understanding of the basics of Finance and Health & Safety	**D**	**E**

EXPERIENCE:		
Previous clerical experience	**E**	**E**
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	**D**	**E**
Supervision and the development of staff	**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	