

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Medical Secretary/Service Coordinator
Reports to	[ALM for Breast & Plastics]
Band	Band 4
Department/Directorate	[Surgical Services]

JOB PURPOSE

To provide a wide range of secretarial and administrative duties to the surgical service and the clinical team. Duties will include secretarial support to clinical staff; coordination and delivery of clinical and departmental administration; management of junior staff and providing cross-cover to ensure that essential administrative services run smoothly.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Senior Medical Secretary will be based in the specialist surgery sub-division and will provide administrative support to the breast and plastics departments.

The post holder will fulfil all tasks and work as part of a team. The post holder will have delegated responsibility for day to day management of staff within the team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Breast & Plastic Surgery

No. of Staff reporting to this role: 2

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.

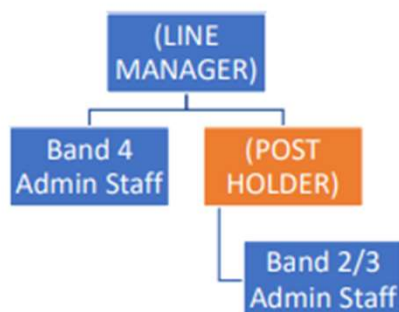
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Specialist Services Surgical Services 	<ul style="list-style-type: none"> Peripheral Hospitals and organisations with whom we have SLAs

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. Welcomes visitors and deals with clients in a confidential and sensitive manner, this could be face to face or over the phone and may require tact, persuasion and negotiation skills to exchange information relating to appointments / admissions.

To courteously and efficiently receive enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. This may include GP's, healthcare professionals, hospital departments and referral centres.

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.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with patient, staff or external contacts. Resolving minor problems with regard to patient records, personnel and payroll. Ability to use initiative and take appropriate action in absence of team/manager.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative, prioritise and manage time effectively to meet deadlines. The post holder will be responsible for diary management, collation and distribution of case notes.

The post holder will plan and organise meetings with other professionals/agencies, including co-ordinating outpatient clinics.

The post holder will organise their own day to day activities and tasks and allocate to staff as appropriate, arranging staff cover as and when necessary.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers i.e. appointment/admission information

POLICY/SERVICE DEVELOPMENT

Participate in policy and service development. Follows Trust policies, makes comments on proposals and implements administration policies and proposing changes to working practices for own area.

FINANCIAL/PHYSICAL RESOURCES

The post holder will receipt deliveries and monitor stock levels of stationery and has responsibility for finance or personnel administration which includes handling petty cash and/or dealing with expense claims.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

Responsible for the day to day supervision or coordination of staff within the department.

Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to new starters, and allocate and check work of other administrative staff. 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 work area including medical records systems. Responsible for records management (creation, storage, archive, retrieval of records) in line with Trust policies and procedures. The post holder will modify systems and processes during the continual review for efficient services.

The post holder will transcribe minutes of meetings and medical notes/letters.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

The post holder will have advanced keyboard skills for the purposes of audio typing.

PHYSICAL EFFORT

Occasional

MENTAL EFFORT

Predictable work pattern.

Cope with frequent interruptions and competing priorities.

Concentration required for data entry, note taking and typing documents.

Undertaking a range of duties covering for other admin and clerical staff during sickness, absences and annual leave. This may involve travelling and working in other units.

EMOTIONAL EFFORT

Occasionally manage a difficult situation, which may arise with angry/upset clients and telephone callers.

May have to type sensitive/disturbing information.

WORKING CONDITIONS

Working in an office environment using computer equipment for long periods.

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.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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

Job Title	Senior Medical Secretary
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Maths & English GCSEs or equivalent demonstration of numeracy and literacy	E	
Relevant keyboard training (Advanced) e.g. RSA III	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent experience	E	
AMSPAR or British Medical Secretary qualification which includes medical terminology or equivalent experience	E	
Additional relevant knowledge acquired through further experience e.g. training in relevant software including EPIC/CRIS/Medirota	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills including use of Word, Outlook, Powerpoint and Excel. Audio typing.	E	
Ability to manage own workload and to supervise the workload of others and ability to delegate tasks	E	

Knowledge of medical terminology	D	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment working at a senior level	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Effective interpersonal, organisation and communication skills	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E E	

Ability to travel to other locations as required		
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