

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Medical Secretary – based in Taunton. |
| **Reports to** | Secretarial Team Leader |
| **Band** | 3 |
| **Department/Directorate** | Clinical Genetics Specialist Services |

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| **JOB PURPOSE** |
| * To provide a good quality, professional administrative support to the service. * To work collaboratively with other administrators and secretaries within the team. * Specifically, this post will work with colleagues across the Peninsula Clinical Genetics Service to ensure provision of a professional, efficient, accurate and timely service. * Provide a point of contact for patients and relatives ensuring that a quality service is maintained to meet their needs, within agreed timescales.   This role will be based at Musgrove Park Hospital (or equivalent service location within the Taunton area) with the expectation on occasions to travel to Exeter to participate in mandatory/departmental training.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **Outpatient management**   * To ensure all outpatient clinics are extracted from EPIC and recorded on EPRO in good time to enable Musgrove Hospital medical records to be obtained. * To ensure all outcomes are recorded in accordance with Trust processes and timescales. * To ensure all Referral to Treatment pathways are correctly completed on My Care in real time. * To ensure all paperwork/electronic notes are actioned, escalating any work or decision-making as required. * To ensure that all clinic notes are prepped with corresponding Genetic/Hospital records ahead of clinic for Consultants and Genetic Counsellors. * To update EPIC, EPRO and Trakgene databases and any other databases as required. * To undertake typing, photocopying and filing of letters/emails as requested by the team. * To provide general administrative support to the wider team to enable an effective and efficient service to be maintained.   **Service delivery and improvement**   * To provide a full and efficient administrative service to Genetic (Nurse) Counsellors hosting clinics for Somerset patients. This will include proof reading of outpatient letters and ensuring that all documentation (for example clinic, appointment, and admin letters) are produced to an excellent standard. Training will be provided. * To work with the team to ensure adequate preparation is made / agreed cover is in place during periods of leave. Training will be provided. * Liaison with wider team regarding Genetic Counsellors commitments e.g. annual / study leave. This may include informing all appropriate people/departments, and planning in response to notification of leave. * Ensure that Genetic Nurse Counsellor and home visit appointments are prepared accurately and that genetic notes, hospital notes, and associated files are maintained in accordance with Trust policies and procedures. * To order stationery, office equipment and clinical supplies. To arrange booking of travel, conferences, accommodation. * To assist other secretaries and members of the admin team in the achievement of a quality service. * To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work.   **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. * To receive telephone calls and accept messages on behalf of members of the clinical team and take appropriate action where necessary. * To receive and handle patient complaints, escalating for action as required. * To manage email communication in a timely way and in line with the Trust’s Email Best Practice guidance. * To liaise with appropriate personnel in the multidisciplinary team to gather and co-ordinate patient information so that it is accessible in a timely manner. * To participate in team and departmental meetings as required.   **Governance**   * To undertake training as required, maintaining competency /complying with Trust policies. * To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.   **Resource Management**   * To monitor and maintain use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.   **Additional Responsibilities**   * In addition the post holder will be expected to carry out any other duties as required, commensurate with banding. * The post holder may be required to mentor and support new starters and other team members as required.   **Other Responsibilities:**   * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including essential mandatory training, i.e. Fire, 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. * To attend Team Admin Meetings in Exeter when necessary. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Clinical Genetics, Plymouth Administration Service  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Admin Team Leaders, Booking Clerks and Medical Support Secretaries across the Peninsula Clinical Genetics Service * Administrative Line Manager * Genetic (Nurse) Counsellors * Consultants * Health Records & IM&T Departments * Clerical and other secretarial staff * Specialist nurses, nursing staff and other ward staff * Other members of the multi-professional clinical team | * Health Records & IM&T Departments * Clerical staff across the Plymouth outpatient sites. | |

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| **ORGANISATIONAL CHART** |
| |  | | --- | | Administrative  Service Manager  Genetic Nurse Counsellors/  Consultants  Secretarial Team Leader  Team Leaders  Appointment  Clerks  **POSTHOLDER**  Secretarial Team (Exeter)    Line Management accountability/responsibility  Liaison/working relationships | |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * 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. * To receive telephone calls and accept messages on behalf of members of the clinical team and take appropriate action where necessary. * To receive and handle patient complaints, escalating for action as required. * To manage email communication in a timely way and in line with the Trust’s Email Best Practice guidance. * To liaise with appropriate personnel in the multidisciplinary team to gather and co-ordinate patient information so that it is accessible in a timely manner. * To participate in team and departmental meetings as required. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To ensure all outpatient clinics are recorded on EPRO. * To ensure all outcomes are recorded in accordance with Trust processes and timescales. * To ensure all paperwork/electronic notes are actioned, escalating any work or decision-making as required. * To update EPRO and Trakgene databases with information as required. * To undertake typing, photocopying and filing of letters/emails as requested by the team. * To provide general administrative support to the wider team to enable an effective and efficient service to be maintained. * To provide a full and efficient secretarial and administrative service to Genetic (Nurse) Counsellors, ensuring that all documentation (for example clinic, appointment, and admin letters) are produced to an excellent standard. * To work with the team to ensure adequate preparation is made / agreed cover is in place during periods of leave. * Liaison with wider team regarding Genetic Counsellors commitments e.g. annual / study leave. This may include informing all appropriate people/departments, and planning in response to notification of leave. * Ensure that Genetic Nurse Counsellor and home visit appointments are prepared accurately and that genetic notes, hospital notes, and associated files are maintained in accordance with Trust policies and procedures. * To order stationery, office equipment and clinical supplies. To arrange booking of travel, conferences, accommodation. * To assist other secretaries and members of the admin team in the achievement of a quality service. * To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work. |
| **PATIENT/CLIENT CARE** |
| * 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. * To receive telephone calls and accept messages on behalf of members of the clinical team and take appropriate action where necessary. * To receive and handle patient complaints, escalating for action as required. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor and maintain use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service. |
| **WORKING CONDITIONS** |
| This post will be based at Musgrove Park Hospital but you will be employed by the Royal Devon University Healthcare Trust.  This post will require an element of lone-working. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal either face to face or virtually with your line manager based in Exeter.  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

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| **Job Title** | Medical Secretary |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Minimum GCSE or equivalent in English and Mathematics  NVQ Level 3 in business administration or equivalent  Medical Terminology | X  X | X |
| **KNOWLEDGE/SKILLS**  Accurate ability to proof read  Comprehensive computer skills including databases and Microsoft Office Word, Outlook and Excel  Excellent telephone manner  Hospital knowledge  EPIC/Trakgene (or equivalent) computer system  Musgrove Hospital computer systems knowledge – EPRO/ICE | X  X  X | X  X  X |
| **EXPERIENCE**  Previous administration experience  Working with the public  NHS experience  Contribution to service development | X | X  X  X |
| **PERSONAL ATTRIBUTES**  Proven experience of adaptability in the workplace  Excellent interpersonal / communication skills  Ability to work as part of a (remote) team  Flexible approach to work  Remain calm and professional in a busy environment  Adhere to data protection and confidentiality requirements  Can-do attitude and commitment to completion of tasks | X  X  X  X  X  X  X |  |
| **OTHER REQUIREMENTS**  Well organised  Able to prioritise own work load and meet deadlines  Willingness to travel between sites (very occasional to attend staff meetings/training in Exeter – mileage will be paid) | X  X  X |  |

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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 |  |  |  |  |
| 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 |  |  |  |  |
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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 |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | Y |  | X |  |  |
| Challenging behaviour | Y |  | X |  |  |