

JOB DESCRIPTION

1. JOB DETAILS

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|-----------------------------|--|
| Job Title: | Secretary |
| Band: | 3 |
| Responsible To: | Administrative Line Manager/Department Line Manager |
| Accountable To: | Administrative Line Manager/Department Line Manager |
| Department/Division: | Stroke Medicine |

2. JOB PURPOSE

- To provide a good quality professional secretarial service to senior managers
- To provide support/cover to other secretaries within the team
- Specifically, this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely service
- Ensure the professional image of the Trust is maintained at all times

3. KEY WORKING RELATIONS

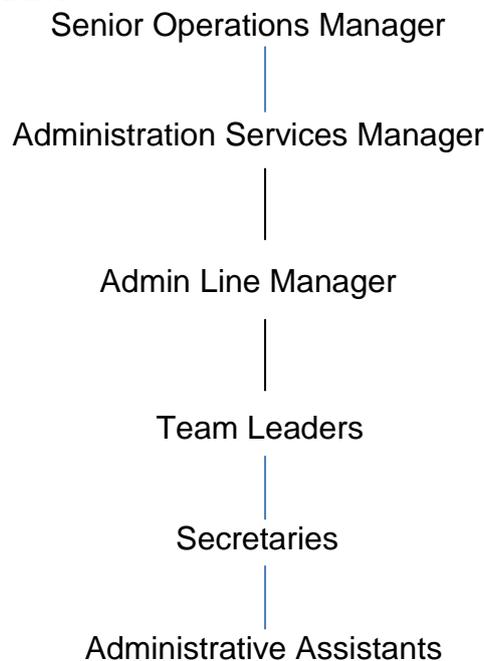
- Senior Management Teams
- Trust Executive members
- Non-Executive Directors
- Board of Governors
- Consultants and other members of the medical team
- Senior Nursing staff and other ward staff
- Administration and secretarial teams across the Trust
- External NHS organisations
- External organisations/providers

4. DIMENSIONS

- Proof reading/completing clinical letters from clinics for the consultants prior to sending to patients.
- Taking phone calls and dealing with patient queries.
- Attending meetings with the teams and clinicians.
- Create Agenda's and take minutes for meetings.
- Supporting the secretaries and working within a team.
- Supporting our admin generic email inbox workloads, phone lines and administrative duties and tasks.
- Contacting GP's and Patients via telephone as required.
- Booking appointments for daily stroke clinic.
- Liaising with the booking teams and updating any service updates to the relevant teams.
- Supporting with the admin processes for prescriptions.
- Uploading referrals via the ERS system.
- To assist in monitoring the in-patient and day case waiting list and escalating any potential issues with the consultant's secretaries/service administrators, 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 EPIC/Pivot tables as appropriate, and liaising with directorate staff to answer queries about waiting times.

- To assist Medical Secretaries/Service Administrators in monitoring the waiting list at regular intervals to ensure patients are treated in line with national waiting times targets.
 - To ensure all Referral to Treatment pathways are correctly completed on EPIC in real time.
 - Ensuring that all documentation is produced to an excellent standard.
 - 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 complete all investigation trackers and update clinicians as appropriate.
 - To manage clinician diaries and attend stroke diary meetings
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART



6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative functions

- To manage Senior Managers and team diaries
- To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment.
- To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
- To ensure that all documentation is produced to an excellent standard. This may include audio typing and personal dictation.
- To maintain records and filing systems in line with Trust policies.
- To operate an effective bring forward system, ensuring necessary range of papers are available to management team.
- To undertake photocopying and distribution of papers as required.
- To set up and maintain accurate and effective filing systems both paper based and electronic filing systems.

Service delivery/improvement

- 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 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 contact staff when meetings need to be rescheduled
- 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

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

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.

PERSON SPECIFICATION

POST: Secretary

BAND: 3

| REQUIREMENTS | Essential / Desirable at: | |
|---|---------------------------|---|
| | Recruitment | 1 st PDR or (award of) increment |
| <u>QUALIFICATIONS / TRAINING:</u> | | |
| Minimum of 3 qualifications, to include GCSE grade A-C/4-9 or equivalent in Maths and English | E | E |
| RSA III Typing or equivalent | E | E |
| Audio Typing qualification or equivalent experience | E | E |
| NVQ Level 3 in Business Admin or equiv. | E | E |
| Clinical Document Management (CDM) | D | E |
| ECDL, CLAIT or equivalent | D | E |
| <u>KNOWLEDGE / SKILLS:</u> | | |
| Excellent planning & organisational skills | D | E |
| Ability to prioritise workload to respond to changing demand | D | 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 | D | 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 | D | E |
| Knowledge of PAS or equivalent information system | D | E |
| Analytical skills & ability to problem solve | 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 | D | E |
| Able to work independently, with minimum supervision | D | E |
| <u>EXPERIENCE:</u> | | |
| Previous clerical experience | E | E |
| Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG | D | E |
| <u>PERSONAL ATTRIBUTES:</u> | | |
| 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 | |