

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Medical Secretary
Reports to	Radiology Administration Manager
Band	Band 4
Department/Directorate	Radiology, Clinical Services and Specialist Support

JOB PURPOSE
To provide all aspects of secretarial and administrative duties to Medical Consultants and the clinical team, this may include the Clinical Director or Lead Clinician. Duties will include diary management and prioritisation of appointments, audio typing of medical letters and reports, minute taking, operating a bring forward system and preparation of agenda's and associated papers. The post holder is responsible for managing their own workload, which may include financial and personnel administration and assisting in the organisation of the Consultant's workload.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The Senior Medical Secretary will be based in the Radiology and will provide administrative support to the Consultant Radiologists and reporting team. The post holder will fulfil all tasks and work as part of a team. The post holder will have delegated responsibility for no staff 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: • Dealing with general enquiries and provide information to patients, relatives and staff either face to face, via email or over the phone. • Audio typing of Radiology reports in a timely manner with high levels of attention to detail • Sending of reports to clinical referrers via email and post • Sending examinations to be reported by outsourcing party (Medica, Medrel or PenRAD using the Pledging Tool) • Other administrative duties including, but not limited to, taking minutes, typing letters using Word, sending and managing Consultant annual/study leave memo's and requests. • Data input onto both national and local computer systems and Microsoft applications adhering to Trust policies and ensuring data is accurate and up-to-date. • Maintain both electronic and paper filing systems • Opening incoming mail via post and email and dealing with enquiries • Respond to changes in information technology and update skills as required using Trakcare, Radiology Information System (RIS), EPIC and other IT systems. • Undertake training as required in order to maintain competency including Mandatory training and other training for your own professional development. • Compliance with and adherence to Trust policies and procedures at all times • To maintain confidentiality at all times

- **Work positively towards the smooth running of the administration services and the creation of a professional and efficient working environment.**

No. of Staff reporting to this role: None

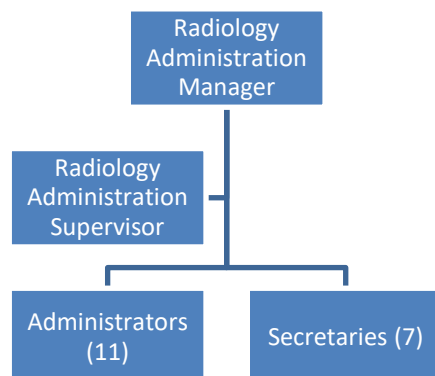
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

(Delete/amend as necessary)

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Clinical Personnel within the department • Wards • A&E •	• Public • GP's • Clinical Referrers from other Trusts/hospitals •

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 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
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.

•

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

Job Title	Senior Medical Secretary
------------------	--------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
Relevant keyboard qualification (Advanced) i.e. 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	E	
Additional relevant knowledge acquired through further experience	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	E	
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	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		