

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Cancer Services Secretary |
| **Reports to** | Peer Review and Governance Lead, Cancer Services |
| **Band** | Band 3 |
| **Department/Directorate** | Cancer Services / Specialist Services |

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| **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 leader to ensure that they provide a professional, efficient, accurate and timely service * Ensure the professional image of the Trust is maintained at all times * To provide cross-cover and support to the Stem Cell Quality Assurance Co-ordinator role |
| **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  1. 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   **Trustwide Responsibilities**   * To take part in regular performance appraisal * To undertake any training required in order to maintain competency including mandatory training, e.g. 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   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.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection. |
| **KEY WORKING RELATIONSHIPS** |
| **Areas of Responsibility:** Administrative Support to Lead Cancer Nurse and Senior Cancer Leadership Team  **No. of Staff reporting to this role:** 0    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** | | * 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 * Lead Cancer Nurse and EOL Lead (Eastern) * Clinical Director for Cancer Services * Cancer Services DBM * Cancer Services Cluster Manager * Cancer Services Cluster Support Manager * Governance Manager and Peer Review Lead for Cancer Services and EOL (Eastern) * Quality Assurance Co-Ordinator for Cancer Services (Eastern) | * External NHS organisations * External organisations/providers * Patients * Cancer Alliance | | * Cancer Performance Manager (Eastern) * Cancer Recovery Manager (Eastern) * Head of Cancer Services (Northern) * ASM – Cancer Services MDT (Eastern) * Lead Cancer Nurse (Northern) | | * CNS Teams (Eastern) * Clinical Nurse Managers (Eastern) | | * Oncology and Haematology Clinical Leads * Oncology and Haematology Consultants * Oncology and Haematology Admin Teams * Specialist Services Directorate Management * Specialist Services Admin Support Secretaries * FORCE / ELF / Macmillan | |

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| **ORGANISATIONAL CHART** |
| Lead Cancer Nurse and EOL Lead (Eastern)  Governance Manager and Peer Review Lead for Cancer Services and EOL [LINE MANAGER]  Cancer Services Secretary  [POST HOLDER] |
| **FREEDOM TO ACT** |
| * Able to work independently, with minimum supervision |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * 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 |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Analytical skills & ability to problem solve |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Excellent planning & organisational skills * Communicate effectively including discussion and written communication * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance * Organise and/or support meetings through effective communication * Take messages, ensuring they are actioned and/or received by the correct recipient |
| **PATIENT/CLIENT CARE** |
| * Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives * Ability to promote good working liaisons (staff, patients, relatives) * Ability to handle complex enquiries - distressed & anxious patients * Commitment to meeting the needs of our patients |
| **POLICY/SERVICE DEVELOPMENT** |
| This post does not have responsibility for devising or implementing policy or service changes, however they may communicate with local teams on behalf of the Lead Cancer Nurse regarding changes in service as required.   1. Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies 2. The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection. 3. To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * The post holder does not have any direct financial responsibility, however can place orders on the Trust procurement system for specific ward areas which are then approved by the budget holder. |
| **HUMAN RESOURCES** |
| * The post holder does not have line management responsibility for any members of staff. |
| **INFORMATION RESOURCES** |
| * Minute-taking for departmental meetings (i.e. Cancer Governance, EOL Working Group, CNS monthly meetings). |
| **RESEARCH AND DEVELOPMENT** |
| * There is the possibility in helping with audit for the Stem Cell service where required |
| **PHYSICAL SKILLS** |
| * To ensure that all documentation is produced to an excellent standard. This may include audio typing and personal dictation. |
| **PHYSICAL EFFORT** |
| There may on occasion be need for moving and handling of office equipment or supplies upon receipt of deliveries into the office.   * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling |
| **MENTAL EFFORT** |
| * Concentration and attention to detail/accuracy for minute-taking and transcription on a monthly basis |
| **EMOTIONAL EFFORT** |
| * The nature of the role involves sensitive discussions within the office environment and formal meetings, which may include details of patient care on a daily/weekly basis * Ability to handle complex enquiries - distressed & anxious patients * Ability to prioritise workload to respond to changing demand |
| **WORKING CONDITIONS** |
| * VDU Usage on a daily basis |
| **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

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| **Job Title** | Cancer Services Secretary |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Minimum of 3 qualifications, to include GCSE grade A-C/4-9 or equivalent in Maths and English  RSA III Typing or equivalent  Audio Typing qualification or equivalent  NVQ Level 3 in Business Admin or equivalent experience  Clinical Document Management (CDM)  ECDL, CLAIT or equivalent | E  E  E  E | D  D |
| **KNOWLEDGE/SKILLS**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to co-ordinate complex diary management  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Analytical skills & ability to problem solve  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Accurate Audio Typing  Knowledge of Trust procedures | E  E  E  E  E  E  E  E  E  E  E  E  E | D  D  D  D  D  D  D  D |
| **EXPERIENCE**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG | E | D |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | E  E  E  E  E  E  E  E  E  E  E  E  E  E | D |

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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 |  |  |  |  |
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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 |  |  |  | 🗸 |
| Heavy manual handling (>10kg) | Y | 🗸 |  |  |  |
| Driving | Y | 🗸 |  |  |  |
| Food handling | Y | 🗸 |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  | 🗸 |  |  |
| Emotional Effort | Y |  | 🗸 |  |  |
| Working in isolation | Y | 🗸 |  |  |  |
| Challenging behaviour | Y | 🗸 |  |  |  |