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| **JOB DESCRIPTION** |  |
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| **Job Title:** | **Medical Secretary** |
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| **Band:** | **3** |
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| **Responsible To:** | **Administration Manager** |
| **Accountable To:** | **Service Manager** |
| **Section/Department/Directorate** | **Women & Children’s Directorate** |

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| **Job Purpose:** | |
| To provide all aspects of secretarial and administrative duties to include diary management, audio typing patient letters and reports, note taking, operating a bring forward system and preparation of agenda’s and associated papers. The post holder will liaise with other departments and hospitals communicating appointment and admission related information and assist with patient enquiries.  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, reports and minute taking. 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.  In some circumstances, the post holder may be required to directly participate with MDT meetings, collate patient data prior to meetings, attend the MDT in person, be responsible for recording MDT outcomes and maintaining accurate records in line with Trust/national policies, and on behalf of the clinical team monitor results and actions to ensure patient pathways proceed accordingly. | |
| **Context:** |
| The Medical Secretary will be based in the Paediatric office and will provide administrative support to the Paediatric Department.  The post holder will fulfil all tasks and work as part of a 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 Senior Medical Secretary. |
| **Key Working Relationships:** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |

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| Organisational Chart: |
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| **Key Result Areas/Principal Duties and Responsibilities:** |
| **Communication and Relationship Skills**  The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and dealing with clients in a confidential and sensitive manner. This could be face to face or over the phone and requires tact 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. To distribute and re-direct mail.  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 and Judgement Skills**  Make judgements on facts, some of which require analysis, such as resolving conflicting appointments.  Handle general issues and use initiative to escalate complex matters to a senior member of staff. The post holder will have the ability to use their initiative and take appropriate action in the absence of team/manager.    **Planning and Organisational Skills**  The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and have effective diary management to ensure appropriate clinic bookings are processed.  **Physical Skills**  Use advanced keyboard skills to be able to audio type.  **Responsibility for Patient and 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, including appointment and admission information.  **Responsibility for Policy and Service Development**  To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.  **Responsibility for Financial and Physical Resources**  To monitor stock levels of stationery, receive deliveries and report maintenance faults.  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.  **Responsibility for Human Resources**  Maintain and update own training relevant to post.  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.  **Responsibility for Information Resources**  To be responsible for transcribing, inputting, storing and providing information, including having responsibility for data entry and note taking. The post holder will maintain the medical records systems and files in line with Trust policy.  **Responsibility for Research and Development**  Comply with Trust’s requirements and undertake surveys as necessary to own work.  **Decision Making**  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.  **Physical Effort**  Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent OR occasional basis for several short periods OR several long periods during the shift.  **Mental Effort**  The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.  The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.  **Emotional Effort**  Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.  There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters or documents of a sensitive or distressing nature.  **Working Conditions**  Use display screen equipment for substantial proportion of working day. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Medical Secretary**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Customer Care or equivalent qualification/ experience  Relevant keyboard qualification (Advanced) or equivalent  AMSPAR or British Medical Secretary qualification which includes medical terminology | E  E  E  D | Application Form  Application Form  Application Form/Skills Test  Application Form/Skills Test |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills including the use of Word, Outlook, Powerpoint and Excel.  Knowledge of medical terminology  Ability to manage own workload and to supervise the workload of others  Ability to delegate tasks | E  E  D  E  E | Interview  Application Form/Skills Test  Interview  Interview  Interview |  |  |
| EXPERIENCE:  Proven Secretarial experience within customer care environment  Excellent administration and secretarial skills  Experience of supervising lower banded staff  Previous NHS/Social Services experience  Cash management | E  E  D  D  D | Application Form  Application form/skills test  Application Form  Application Form  Application Form |  |  |
| PERSONAL REQUIREMENTS:  Reliability and Flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |