

**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Neurology Medical Support Secretary**

**Band: 3**

**Responsible To: Administration Line Manager**

**Accountable To**: **Administration Service Manager**

**Department/Directorate**: **Medicine –** **Neurology**

**2. JOB PURPOSE**

* To provide a good quality, professional secretarial support service.
* 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.

**3. KEY WORKING RELATIONSHIPS**

* Team Leader Medical Secretaries and other Medical Support Secretaries
* Administrative Services Manager
* Consultants
* Members of the medical team
* Patients and their relatives
* GPs
* Directorate Management team
* 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

**4. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

**Inpatient & outpatient management**

* To assist in monitoring the in-patient and day case waiting list and escalating any potential issues with the consultants secretaries, 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 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.

**Service delivery and improvement**

* To provide a full and efficient secretarial service to consultants and secretarial teams. This will include audio typing and personal dictation, and ensuring that all documentation (for example discharge summaries, operation notes, reports, theatre lists, outpatient clinic notes and clinic/appointment letters) is produced to an excellent standard.
* To attend meetings and take minutes in the correct standard template format and present them in a timely manner to the chair for publishing.
* Arrange meetings and liaise with stakeholders to arrange attendance and prepare agenda’s.
* To coordinate and organise the attendance of patients to outpatient, inpatient & day case appointments in line with local team and Trust arrangements as instructed.
* To work with the team to ensure adequate cover is in place during periods of leave.
* To assist the management of consultants’ and team diaries (this will include informing all appropriate people/departments of annual or other leave of members of the clinical team).
* To maintain medical records and files in line with Trust policies.
* 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 manage email communication in a timely way and in line with the RD&E’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 contact patients whose appointment or admission dates need to be changed.
* To participate in team and directorate meetings as required.

**Governance**

* To undertake training as required to maintain competency/comply 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.
* 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 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.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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 reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



**PERSON SPECIFICATION**

**POST: Medical Support Secretary**

**BAND: Band 3**

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| --- | --- | --- |
| **REQUIREMENTS** | **At Recruitment** | **2nd Gateway** |
| **QUALIFICATION** |  |  |
| Minimum GCSE A-C or equivalent in English and Mathematics | **E** | **E** |
| RSA III Typing or equivalent  Audio Typing qualification or equivalent  NVQ Level 3 in business administration or equivalent | **E**  **D**  **D** | **E**  **E**  **E** |
| Medical Terminology | **E** | **E** |
| **KNOWLEDGE/SKILLS:** |  |  |
| Accurate audio typing | **E** | **E** |
| MyCare computer system | **D** | **E** |
| Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel  Excellent telephone manner | **E**  **E** | **E**  **E** |
| Adhere to data protection and confidentiality requirements | **E** | **E** |
| **EXPERIENCE:** |  |  |
| NHS experience | **D** | **E** |
| Previous Administration experience | **E** | **E** |
| Working with the public | **E** | **E** |
| Previous secretarial experience  Previous minute taking experience | **E**  **E** | **E**  **E** |
| Contribution to service development | **D** | **E** |
| **PERSONAL REQUIREMENTS:** |  |  |
| Excellent interpersonal/Communication skills | **E** | **E** |
| Good understanding of working within a team | **E** | **E** |
| A flexible approach to work  Ability to work as part of a team  Able to plan and organise own workload | **E**  **E**  **D** | **E**  **E**  **E** |
| Remain calm and professional in a busy environment | **E** | **E** |
| **OTHER REQUIREMENTS:** |  |  |
| Well organised | **E** | **E** |
| Able to prioritise own work load and meet deadlines | **E** | **E** |
|  |  |  |

\* **E**ssential/**D**esirable

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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 | ✓ |
| Radiation |  | Challenging Behaviour | 🗸 | Manual Handling | 🗸 |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Handling Cytotoxic Drugs |  |  |  |  |  |