JOB DESCRIPTION

Post Title: Medical Secretariat Administration Apprentice
Rate of pay: National Minimum Wage Rate for Apprentices
Currently £138.75 based on 37.5 hours.
Pro-rata for part time.
Base: The Royal Shrewsbury Hospital
Department: Medical Secretariat
Directorate: Scheduled Care

JOB SUMMARY

To assist in the provision of an efficient and effective administrative support service to a designated team within the Medical Secretariat, Scheduled Care.

To develop skills, knowledge and gain experience in all relevant aspects of administration, ultimately to develop competence in the role demonstrated through the achievement of the Business and Administration/Medical Administration Intermediate Apprenticeship at Level 2. This will be supported through on the job training, guidance and supervision, attendance at relevant training sessions and assessment in the workplace.

This is a generic Job Description for all apprenticeship roles within the Medical Secretariat and is intended as a summary; therefore all the tasks listed may not be required in all roles. There may also be a requirement to occasionally undertake tasks not included.

ADMINISTRATIVE RESPONSIBILITIES

To efficiently undertake basic administration and clerical duties which may include the following as directed:

1. Undertake photocopying, faxing, filing and typing duties as directed.
2. Deal with internal and external post and emails on a daily basis.
3. Support the team to maintain accurate, timely and legible records.
4. Use a range of electronic systems to extract, manipulate and present data in an acceptable format.
5. Answer and deal with queries, both face to face and via the telephone, take accurate messages and pass them to the relevant member of the team in an appropriate and timely manner.
6. The use of patient administration systems including booking in/out of medical notes using the Patient Document Tracking system (PDT).
7. File results, letters and various documentation in the medical notes.
8. Attend and contribute in team meetings and during review meetings with the line manager.

COMMUNICATION AND LIAISON
1. Provide excellent customer service during all interactions with both internal and external contacts. Demonstrate the ‘Trust Values’ through displaying acceptable behaviours including being professional, friendly, helpful, respectful and courteous at all times.
2. Obtain and retrieve records as and when required, ensure the information is made available to the appropriate person, ensuring confidentiality and data protection guidelines are not breached.
3. Deal with incoming and outgoing post and e-mails.

ANALYSIS AND JUDGEMENT
1. Undertake administration duties specific to the role, with supervision available as required.

PLANNING AND ORGANISATION
1. Support the control of appointments, retrieve records and liaise with Trust employees, potential employees or outside agencies.

PHYSICAL SKILLS
1. Produce routine documents using IT systems and skills.
2. Move and handle small loads e.g. post, stationary supplies and training materials.

POLICY AND SERVICE DEVELOPMENT
1. Adhere to all Trust and national policies, procedures and guidelines. Ask for support where required to interpret and action any of these.
2. Agree and sign a learning contract with the Training provider and adhere to the agreement.

HUMAN RESOURCES
1. Be an integral member of the team, supporting both Team and Directorate objectives.
2. Undertake any work required for the achievement of the qualification. Assist in the process of action planning, produce work and evidence in line with the agreed plan. Prepare for and attend and make best use of meetings with the nominated assessor. Participate in relevant training programmes as requested by the Training Provider and the Trust.

RESEARCH AND DEVELOPMENT
1. Assist in the administration process associated with any audits undertaken within the Department e.g. the annual Staff Survey (specific to role as appropriate).

PHYSICAL AND FINANCIAL RESOURCES
1. Be responsible for the use of office equipment and report any defects immediately to the appropriate person.
2. Assist with ordering and maintenance of stock supplies (specific to role as appropriate).
3. Utilise resources as effectively and efficiently as possible.
4. Ensure any financial transactions are in accordance with Trust policies and procedures.

INFORMATION RESOURCES
1. Maintain accurate and complete records in accordance with the organisations policy and guidelines for records and record keeping.
2. Support the development and efficient use of systems.
3. Use Microsoft Word to produce routine documents as appropriate.
4. Use Microsoft Excel and NHS/Trust specific IT packages to input, extract, manipulate and present data on a daily basis as specific to the role.
5. Use Microsoft Outlook to receive and respond to e-mails.

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and level of responsibilities within the post.

Due to the nature of the following statements as an Apprentice on placement within the Trust there is a requirement to adhere to the following as if an employee of the Trust:

Health & Safety

As an apprentice within the Trust you have a responsibility to:
- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action (termination of the placement). As an apprentice within the Trust you have a responsibility to:
- ensure that your work methods are compliant with the Trust’s agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust’s Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust’s Disciplinary Procedure (termination of the placement).

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
Disclosure of Information - The unauthorised use or disclosure of information relating to the Trust’s activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal (termination of the placement). Upon leaving the Trust’s employment (placement) and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment (placement). Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust’s recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an apprentice within the Trust you have a responsibility (as appropriate) to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust’s appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust’s procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an apprentice within the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an apprentice within the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual’s continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy.
<table>
<thead>
<tr>
<th>Manager</th>
<th>Postholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>