

Head & Neck and Ophthalmology Centre

JOB DESCRIPTION

1.	POST TITLE	Higher Level Medical Secretary
2.	GRADE	Band 4
3.	MANAGERIALLY ACCOUNTABLE TO	Medical Secretaries Supervisor
4.	LOCATION	Medical Secretariat, Shrewsbury & Telford NHS Trust
5.	KEY RELATIONSHIPS	<p>Consultant Consultant Teams</p> <ul style="list-style-type: none"> - Associate Specialists - Staff Grade - Registrar - SHO's <p>Nurse Specialists Clinical Service Directors Clinical Director Medical Director Divisional Managers Directorate Managers Patients & Relatives</p> <p>NB: This list is not exhaustive as the Post Holder is required to communicate with a wide range of external/internal departments and agencies at all levels.</p>
6.	POST SUMMARY	<p>The post holder is a pivotal person in the patient's relationship with the hospital, the clinical team and the Consultant. The post holder provides a complete medical secretarial and administrative service to the Consultant and their team across a wide range of activities the majority of which are non routine. The post holder will assist in the organisation of the Consultant's workload and will effectively support activities with other hospital staff to ensure that an efficient service is provided. It is essential that the post holder exercises initiative and independent judgement whilst maintaining a high level of confidentiality and diplomacy at all times without immediate access to line supervision. In addition the post holder is co-responsible for managing, maintaining and administering various data sources which may include waiting lists, clinic lists and/or theatre lists.</p>
7.	SCOPE OF POST	<p>The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload; providing and receiving information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.</p>

8.	MAIN DUTIES AND RESPONSIBILITIES ORGANISATION	<p>Organise the office efficiently in a complex, changing environment.</p> <p>Manage multiple tasks a significant and substantial number of which are non routine ensuring that deadlines are met.</p> <p>Prioritise and organise own workload; making decisions and initiating action where necessary, ensuring the smooth running of the office\team through shared knowledge and cover.</p>
		<p>Ensure that the results of tests and investigations for patients are received; shown to medical staff and all relevant ongoing arrangements are carried out.</p> <p>Using own initiative ensure that results which require immediate action are presented to the Consultant or other senior member of the Medical Team\Multi-Disciplinary Team (MDT) in a timely manner and clinical responses are completed.</p> <p>Arrange and service meetings as requested; taking and transcribing minutes and any follow-up actions as requested.</p> <p>Using the in-house patient data tracking system ensure that all patient case notes passing through the office are booked in and out appropriately.</p> <p>Monitor and manage, as appropriate, outpatient clinic and operating lists to ensure they are booked and adjusted maintaining correct Doctor\Patient ratio. This should be done by analysing Medical Staff Rotas, the Consultants diary and the clinical priorities of Patients.</p> <p>Where appropriate manage waiting lists in accordance with current guidelines, taking the relevant action required ensuring that appropriate targets are achieved, identifying potential breaches as determined by waiting time initiative targets.</p>
9.	PROVISION OF PERSONAL ASSISTANT (PA) ROLE	<p>Provide a PA Role for the Consultant and a co-ordinating role for the clinical team, dealing with internal and external queries effectively, drafting replies, taking and acting upon messages.</p> <p>Providing and receiving information which may require tact or persuasive skills as there may be barriers to understanding.</p> <p>Receive and open incoming correspondence, taking action as appropriate.</p> <p>Manage and collate electronic and manual diaries for the team.</p> <p>When required arrange domiciliary visits ensuring relevant claim forms are completed.</p> <p>Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.</p> <p>Assist with the investigation and compilation of responses to complaints within optimum deadlines and maintain legal\complaint files.</p>

10.	SUPERVISION	<p>Supervise and mentor trainee medical secretaries\agency\support and/or new staff within the department. Provide guidance on allocation and prioritising of workload to support\relief staff.</p> <p>Implement existing policies and procedures to provide cover for colleagues during periods of absence to maintain adequate levels of service delivery.</p> <p>Cascade knowledge, information and training to other members of the team.</p>
11.	COMMUNICATION	<p>Using MS Office applications produce accurate, high quality typewritten material such as clinic letters, discharge summaries, domiciliary visits, medical reports, rotas, references, clinical and general correspondence. Regularly using complex and sensitive</p> <p>medical terminology from audio transcription, shorthand, handwritten correspondence, self generated correspondence or from an outline of what is required, some of which may be dictated but not signed.</p> <p>Respond to telephone calls from anxious and distressed patients and carers, analysing information and offering non-clinical guidance by using own judgment in a professional and competent manner.</p> <p>Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.</p> <p>Communicate appropriately with a range of people at different levels of the organisation.</p> <p>Communicate with a wide range of external organisations including legal and government agencies</p>
12.	INFORMATION	<p>Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology following appropriate consultation and training eg word processing, spreadsheets, databases, electronic mail, presentations etc.</p> <p>Manage and maintain comprehensive office systems including bring forward systems (eg reminders), prompt access to information and preparation of papers for meetings.</p> <p>Manage and maintain electronic systems (eg database/spreadsheet) containing patient-related information, analysing as required.</p> <p>Participate in internal and external audit\research and development for professional bodies collating and producing data as required.</p>

13.	GENERAL	<p>Implement and adhere to agreed policies, procedure, protocols including national initiatives and propose changes on improvements to departmental working practices.</p> <p>View the Service as Trust wide and therefore must be flexible with regard to location</p> <p>Participate in reflection, self evaluation and continuous professional developments including performance review.</p> <p>Contribute to ongoing projects as required.</p> <p>Maintain and encourage safe working practices and environment in accordance with local Health and Safety policies.</p> <p>Assist in the management of resources by monitoring stationery levels, order as appropriate, and reporting faulty office equipment to the correct person.</p> <p>Occasionally handle cash and cheques ensuring that donated funds are handled appropriately in accordance with current policies.</p>
14.	ENVIRONMENT	<p>The post holder will be aware of physical effort with regard to sitting for long periods to carry out word processing and the manual handling issues related to transfer of substantial numbers of heavy medical notes.</p> <p>Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.</p> <p>Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.</p> <p>Frequent exposure to working in a stressful environment which could include coming into contact with ill, abusive and aggressive patients.</p> <p>Exposure to medical photographs within clinical notes which could be of a distressing nature.</p>
Equal Opportunities		
All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.		

Health and Safety

As an employee of 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.

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. As an employee of 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.

- **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. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. 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 employee of the Trust you have a responsibility 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 employee of 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 employee of 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

The trust is committed to creating a culture that puts continuous improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the trust continues to further develop and embed the Trusts approach to Continuous Improvement at all levels of the organisation. You will be supported by an improvement Hub, Which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature
Date	Date