Job Description – Medical Secretary

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| Job Purpose: To provide a comprehensive medical secretarial service to the Consultant Neonatologists and/or group of medical staff in an efficient and timely manner. This post is part of a professional multi-skilled team working across the Administration Services. |

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| **Key Dimensions:**   * The key responsibilities of this role are the effective and efficient management of specific departmental and patient administration systems, ensuring strict adherence and compliance to all Trust Policies and procedures. * Responsible to undertake the role of medical secretary for 3 Consultant Neonatologists and their support clinical team. |

**Organisational Chart**

**Service Line Manager**

**Medical Secretary Co-ordinator**

**This Job**

Service Line Manager

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| **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**   1. Responsible for the full secretarial and administrative service to the consultant(s) and his/her medical team (where appropriate). 2. Take appropriate action with regard to telephone calls from parents/carers of patients, GPs and other agencies using initiative, within broad guidelines outlined by the consultant(s)/directorate manager. 3. Ensure accurate messages are taken for consultant(s) team and delivered in timely manner. 4. Prioritise own workload including the typing of clinics, discharge summaries and medical reports and documents using the Big Hand system 5. Provide administrative support for Child Protection related cases, including the typing of medical reports. 6. Regular exposure to distressing/emotional circumstances (eg typing correspondence and reading reports etc). 7. Maintain an up-to-date diary for the consultant(s)/team, liaising with external and internal contacts and organisations as necessary. 8. Sorting and dealing with all correspondence and keeping a satisfactory record and filing system to ensure swift retrieval of information. 9. Provide administrative support to consultant(s) in respect of work relating to Royal Colleges, Divisional lead responsibilities, teaching, research, NHS medical reports, charities and publications, including organising meetings, agendas and minutes. 10. Assist with the improvement and presentation of data collection using appropriate computer software to achieve effective results. 11. Ensure effective communication with all members of a multi-disciplinary team. 12. Notify relevant staff to ensure that consultant(s) and team leave is taken into consideration in the planning of in-patient and/or out-patient care and instruct absences to relevant parties. 13. Provide support in respect of consultants’ clinical audit responsibilities. 14. Assist line manager in the training of support medical secretaries as appropriate. 15. Assist line manager with training of other admin and clerical staff as appropriate. 16. Ensure comprehensive working knowledge of iPMS and E notes system, as commensurate with role. 17. Obtain patient test results using hospital systems at consultant(s)/team request. 18. Ensure all hospital case notes/thin files are traced into and out of the department accurately on iPMS. 19. To obtain hospital case notes from both within the Trust and outside Trusts when required by the consultant(s) and/or team. 20. To arrange for copies of scans to forward to other Trusts and hospitals. 21. To arrange patient hospital transport as necessary for investigations and admissions to tertiary centres. 22. Co-ordination of specialty in-patient and out-patient waiting lists within the framework of the Waiting List Management Policy (MGN4). 23. Ensure GP referral letters are processed and directed to appropriate appointment office in line with Trust Waiting List Policy. 24. Required to cover Divisional medical secretary colleagues during times of absence or increased workload as requested by line manager. 25. To carry out any other clerical duties as determined by the line manager.   **COMMUNICATION & WORKING RELATIONSHIPS**   1. Receive and deal with confidential and sensitive telephone enquiries from parents/carers of patients. Be able to handle patient complaints. 2. Liaise with various departments and professionals within the hospital and outside agencies (eg Social Services, Police) via verbal and written communication. 3. To be a team member within the office and able to multi skill within the various areas. 4. To work closely with other admin and clerical staff within the division.   **OTHER**   1. Requirement to exert physical effort when dealing with vast quantities of notes and X-rays. 2. Sitting in a restricted position for long periods of time and working in cramped conditions. 3. Exceptionally busy and stressful workload.   **All Job Holders are required to…**     1. Adhere to Trust policies and procedures, eg. Health and Safety at Work, Equal Opportunities etc 2. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training. 3. Respect the confidentiality of all matters that may learn relating to their employment and other members of staff. All staff are expected to respect the requirements of the data protection act 1998. 4. Comply with the corporate governance structure in keeping with the principles and standards set out by the Trust   **Note**  This job description is neither definitive nor exhaustive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current PHNT policies & guidelines.  **All Job Holders are required to…**     * Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve. * Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.      * Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training. * Attend statutory, essential and mandatory training.      * Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.      * Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust. * Comply with the codes of professional conduct set out by the professional body of which registration is required for the post. * Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk. * Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families. * Ensure they attend Child Protection training at the appropriate level within the specified time frame. * Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services. * Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures. * Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.     **Note**  This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines. |

PERSON SPECIFICATION TEMPLATE

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| ATTRIBUTES | ESSENTIAL | DESIRABLE |
| KNOWLEDGE & EXPERIENCE | * Previous secretarial experience * Previous experience in the use of word processors/data base/spreadsheet packages. * Experience of audio transcription * Excellent organisational skills * Proven ability to use initiative * Ability to handle difficult/distressed patients in a sensitive and empathetic manner | * Previous NHS experience * Knowledge of iPMS * Previous experience in a support/medical secretary role * Experience in using big hand system |
| QUALIFICATIONS | * Educated to GCSE or equivalent standard * Typing to RSA 2 standard or equivalent * Recognised medical secretary qualification and/or equivalent * Demonstrable experience * Proven knowledge | * Typing to RSA 3 (or above) standard or equivalent * Supervisory qualification in supervision skills |
| **APTITUDE & ABILITIES** | * Ability to accurately touch type * Excellent communication and interpersonal skills * Good communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels * Ability to work calmly and methodically when under pressure from a busy and varied workload * Accuracy * Time management skills * Organisational skills * Ability of work on own initiative but also as a member of a team demonstrating the ability to work unsupervised within stated guidelines | * Understanding the Trust’s waiting list policy within the work place |
| **DISPOSITION / ATTITUDE /**  **MOTIVATION** | * Team member * Proactive, takes own initiative | * Willingness to learn and develop in a challenging environment |
| OTHER FACTORS | * Demonstrate an understanding of confidentiality |  |