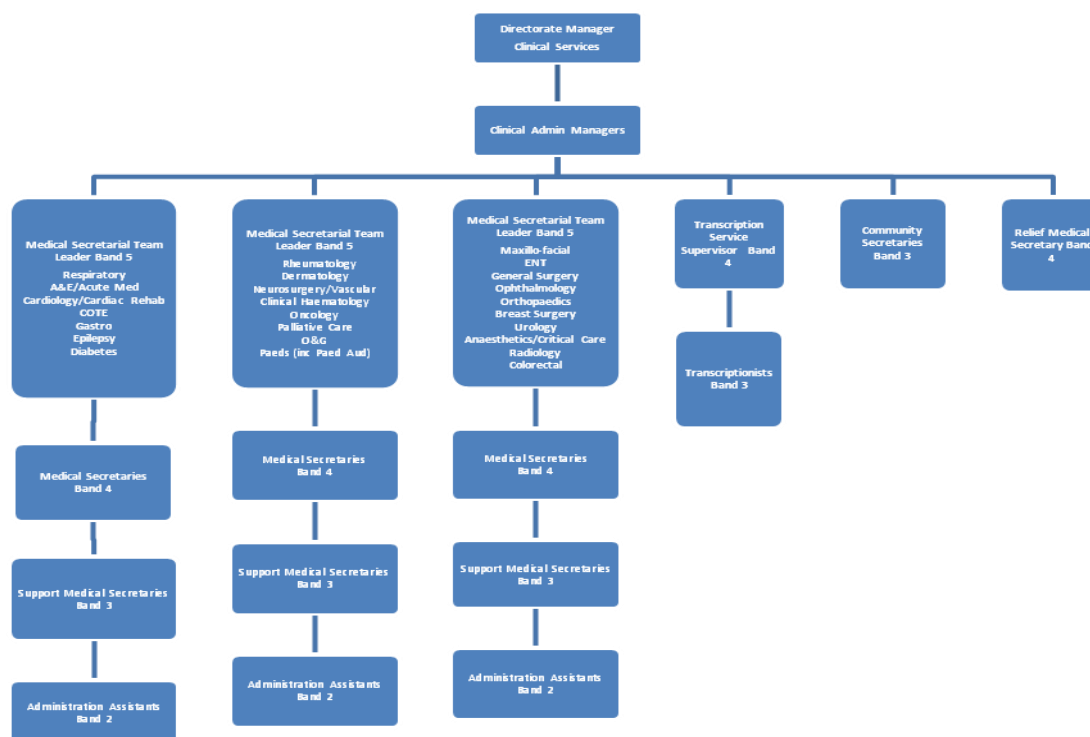


## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Clinical Transcription Service Typist</b>
<b>PAY BAND</b>	Band 3
<b>DIRECTORATE / DIVISION</b>	Clinical and Diagnostic
<b>DEPARTMENT</b>	Clinical Admin
<b>BASE</b>	Macclesfield District General Hospital
<b>RESPONSIBLE TO</b>	Transcription Service Supervisor
<b>ACCOUNTABLE TO</b>	Clinical Administration Manager

### Organisational Chart –



### Job Summary

- To be responsible for the audio typing and transcription of all clinical correspondence across all specialties within the Business Groups.
- The post-holder will be expected to ensure all clinical correspondence is typed and processed within specified timescales.

- The post-holder will need to demonstrate a flexible approach to the job, providing typing support for the medical secretaries.
- The post-holder will need fast and accurate audio typing skills and a sound knowledge of medical terminology.

### **Key Duties/Responsibilities**

- Accurately transcribing from Winscribe digital dictation and Winscribe Speech Recognition digital dictation, outpatient clinic letters and miscellaneous clinical correspondence to a high standard within specified timescales.
- Ensure there is accurate and timely communication between clinical transcription service and specialty medical secretaries in order to pass on important clinical information from dictation.
- Undertake daily peer audit of clinical correspondence to ensure a high standard of accuracy and quality of work.
- Share knowledge of specialty terminology with other staff where needed.
- Daily use of the Medisec system within Word and the Patient Management System. Use of various IT packages and departmental databases as required.
- Work as a team with medical secretaries within the unit to ensure a high quality service is maintained at all times.
- Ability to exchange sensitive or contentious information with diplomacy and in a confidential manner.
- Deal with initial response to complaints and exercise judgement and initiative to assist in resolving the issue. As and when required, liaise with Supervisor for further advice and support
- Adapt a flexible attitude to meet the needs of the service, taking into consideration each department's unique specialty and the subsequent requirements of such specialist services.
- Providing cover for colleagues during times of sickness and annual leave.
- Promote an open friendly working environment.
- Adhere to Trust policies and procedures relevant to your position.
- Implement new departmental and Trust policies to improve service delivery.
- Be compliant with Statutory & Mandatory training and Information Governance.
- Participate in a Personal Development Plan.

**This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service.**

## **GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS**

To maintain a broad understanding of the work of the Directorate and Department, and of Trust as a whole, and actively contribute your ideas for the improvement of service provision.

To ensure own actions contribute to the maintenance of a quality service provision.

To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.

To participate in Trust's Performance and Development Review and to undertake any identified training and development related to the post.

To undertake statutory and mandatory training as deemed appropriate by the Trust.

To develop and maintain effective working relationships with colleagues.

To adhere to all Trust policies and procedures.

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust; you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines.

### **Infection Control:**

All staff have a duty to comply with all relevant ECNHST guidelines and policies in relation to Infection, Prevention and Control. You have a duty to ensure that you minimise the risk of infection, infectious diseases and particularly Hospital Acquired Infection. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines.

### **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Human Rights:**

The Trust will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on grounds of age, gender, gender reassignment, sexual orientation, disability, marital or civil partnership status or family circumstances, race, colour, nationality, ethnic origin, religion or belief, trade union activity & social and economic status.

### **Values based Recruitment**

The post-holder has a responsibility to ensure that their own actions and behaviours fully support the Trust's core values.

### **Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **SAFEGUARDING Adults and Children**

East Cheshire NHS Trust has a responsibility and is committed to, safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honor this commitment to minimise risk of harm in accordance with current legislation, statutory guidance and Trust policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard our patients.

**THE TRUST OPERATES A NO SMOKING POLICY**

## PERSON SPECIFICATION

<b>JOB TITLE</b>	<b>Clinical Transcription Service Typist</b>		
<b>PAY BAND</b>	Band 3		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>5 GCSE's or equivalent, grade C or above. Must include English.</p> <p>Typing qualifications to RSAII (Royal Society of Arts) standard.</p> <p>Computer literate to ECDL (European Computer Driving Licence) standard or equivalent.</p>	<p>AMSPAR (The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists) Diploma</p> <p>RSA III (Royal Society of Arts) standard</p>	Application/Interview
<b>KNOWLEDGE &amp; SKILLS</b>	<p>Medical terminology</p> <p>Fast and accurate audio-typing</p> <p>Good communicator – able to deal with people at all levels.</p> <p>Ability to handle sensitive information without compromising confidentiality or trust.</p>	<p>Knowledge of Medisec</p> <p>Experience with Patient Management System</p> <p>Awareness of NHS policies</p>	A/I
<b>EXPERIENCE</b>	Secretarial experience	Hospital based experience	A/I
<b>SPECIFIC JOB REQUIREMENT</b>	<p>Caring and understanding</p> <p>Confident, with the ability to remain calm under pressure</p> <p>Good team player</p> <p>Flexible approach to working</p>		A/I

	Excellent interpersonal skills		
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Signature of Postholder: ..... Date: .....

Print Name: .....

Signature of Manager: ..... Date: .....

Print Name: .....