

JOB DESCRIPTION

Band 4 Medical Secretary

Reviewed

October 2015

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Medical Secretary</p> <p>Pay Band: 4</p> <p>Reports to (Title): Lead Administrator/Consultant/Team Leader/Team Coordinator</p> <p>Accountable to (Title): Lead Administrator/Consultant/Team Leader/Team Coordinator</p> <p>Location/Site/Base: As relevant to post</p>
2. Job Purpose
<p>To provide efficient and effective medical secretarial support to Consultants and Junior Medical Staff and assist in the organisation of the Consultant's workload.</p> <p>The post holder will be expected to act on their own initiative and provide cross cover/support for other secretaries as necessary to facilitate effective service function</p>
3. Nature of the Service
<p>The medical secretary faces a challenging range of tasks including acting as a personal assistant to the Consultant and can also be required to be the central hub for the coordination of the team's workings.</p>
4. Organisation Chart
<pre>graph BT; CA[Clerical Assistant B2 (If applicable in Team Structure)] --> TP[This Post]; TP --> LA[Lead Administrator B5/6 (If applicable in area)]; LA --> C[Consultant]</pre>
5. Duties
<ul style="list-style-type: none">• To produce accurate, high quality medical correspondence, often of a distressing and emotional nature, including letters, Mental Health Act reports, memoranda and other documents, many of which are non-routine, as required using audio/copying typing and word processing systems.• To develop and create reports using computer software.• Use own initiative to organise, prioritise and co-ordinator workload ensuring that deadlines are met.

- There is often a need for prolonged concentration when producing reports etc, to meet deadlines. Work is often interrupted and can be unpredictable due to the nature of the client group.
- Handle incoming and outgoing telephone calls to the consultant in a polite and efficient manner. Receive and deal with telephone enquiries, responding appropriately to callers including high risk, abusive, threatening, depressed, suicidal and vulnerable clients and carers. Maintain strict confidentiality at all times.
- Record accurate messages and follow them up appropriately.
- To deal face to face with clients seeking further help/information and to be aware of the needs of service users and deal in an appropriate manner with the users who are occasionally hostile, abusive and aggressive.
- Deal with queries raised by patients, relatives, GP's or other healthcare professionals internally and externally to the hospital. These are often of a non-routine nature and involving complex issues such as medication and other clinical treatments, where there are barriers to understanding due to the nature of the client group.
- To maintain diaries, electronic and paper, to both maximise and ensure most effective user of consultants and junior team member's times. Arrange appointments and meetings. Ability to deal with short notice planning and last minute changes.
- Receiving, prioritising and organising appropriate action/distribution of incoming and outgoing mail (including e-mail).
- Maintain all case notes to provide a full and accurate record of the patient's clinical progress. Have in place an efficient case note tracking system.
- To be a point of contact for referral into the service, registering onto Trust Clinical Systems and organising appointments for initial assessments within NHS timescales. Actively implementing the partial booking system on the Access, Booking and Choice database for new referrals from GP's where appropriate.
- Filing reports, clinic/discharge letters, patients' correspondence ensuring correct action undertaken where appropriate.
- To arrange outpatient appointments where required ensuring all referrals are appropriately actioned within the Trusts Outpatient and Waiting List Policies.
- Record discharge data in accordance with Trust's Policy. Provide clinical coders with diagnostic information from the discharge summary. To ensure that outpatient appointment is arranged when a patient is discharged from the wards.
- Supervise Clerical Assistant's work when pertinent to the post-holders' Consultant (if applicable to the Team Structure).
- Use of Clinical Systems as regards functions that have been assigned to the post.
- Photocopying, fax and shred as required.
- Recognise the importance of maintaining strict confidentiality in respect of information regarding patients and adhere to the Data Protection Act.
- Advise and assist junior medical staff within the Consultant's team to enable them to settle into their posts smoothly.
- Clinical Audit – provide and assist in the provision of medical audit data.
- Be aware of security systems provided on site for workers.
- Introduce and implement new policies in relation to the smooth running of the medical secretarial department and the consultants' team.
- To comply with Health and Safety Policies, reporting all accidents and incidents to the appropriate manager.
- Participate in the supervision and appraisal process as necessary.

6. Skills Required for the Post

Communication and relationship skills

- Exchange verbal and written communication with service users, staff and carers relating to appointments, admissions and meetings.
- Handle all communication ingoing and outgoing with service users, staff and carers in a polite and efficient manner, using tact and confidentiality at all times.

Analytical and judgment skills

- To be able to manage own workload, and that of the administrative team, within team timescales and using initiative where appropriate.

Planning and organisational skills

- Plan and organise straightforward and complex activities or programmes.
- Use own initiative and consultation with the consultant and Lead Administrator to adjust these activities or programs, for example adjusting clinic times as necessary.

Physical skills

- Advanced Keyboard skills for example touch typing.

7. Responsibilities of the Post Holder**Responsibilities for direct/indirect patient care**

- Provide non-clinical information and advice to service users/careers on activities, such as booking appointments and admissions.
- Maintain all case notes to provide a full and accurate record of the patient's clinical progress. Have in place an efficient case note tracking system.
- Deal face to face with clients seeking further help/information and to be aware of the needs of clients with mental health problems and to deal in an appropriate manner with the users who are occasionally hostile, abusive and aggressive.

Responsibilities for policy and service development implementation

- Maintain all case notes to provide a full and accurate record of the patient's clinical progress. Have in place an efficient case note tracking system.
- Deal face to face with clients seeking further help/information and to be aware of the needs of clients with mental health problems and to deal in an appropriate manner with the users who are occasionally hostile, abusive and aggressive.

Responsibilities for financial and physical resources

- Act as named person for drawing petty cash to support service user activities where appropriate.
- Maintain stationary and office equipment stock and supplies.
- Authorised signatory for Band 2 staff, e.g. Travel Claim Forms (If applicable to the Team Structure).

Responsibilities for human resources (including training)

- Demonstrating own tasks to new or less experienced employees within the team.
- Day to day supervision and management of clerical assistants.
- Requirement to complete Trust in-house training for Admin and Clerical Staff as well as other mandatory training.

Responsibilities for information resources

- Take/transcribe any formal minutes and notes of meetings.
- Process service user's records within Trust computer policy.
- Demonstrate an advanced knowledge of Microsoft programs – Including Outlook for sending/receiving emails and manage diaries.

Responsibilities for research and development

- Undertake/complete any surveys or audits as necessary to own work, for example staff surveys

8. Freedom to Act	
Organise own tasks and prioritise workload within procedures to appropriate standards and expected outcomes. Workload is managed by Lead Administrator (if applicable) or Consultant rather than supervised.	
9. Effort & Environment	
<p>Physical effort Organise own tasks and prioritise workload within procedures to appropriate standards and expected outcomes. Workload is managed by Lead Administrator (if applicable) or Consultant rather than supervised.</p> <p>Mental effort Frequent concentration required for various tasks including transcribing tapes or typing complicated medical document. Also a daily route of work that can be predictable.</p> <p>Emotional effort Occasional expose to distressing or emotional circumstances, when typing letters or service user notes of a distressing nature and when communicating with service users.</p> <p>Working conditions A computer based role (use of VDU Equipment) more or less continuously involving word processing for a substantial amount of time.</p>	
10. Equality and Diversity	
All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).	
11. General	
You must uphold the Trust's Purpose, Vision and Values:	
Our Vision- To support people to live well in their communities.	
<u>Values</u>	<u>Behaviours</u>
Compassion- Acting with kindness	Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.
Pride- Being passionate about what we do	Challenging poor practise. Being a patient and carer advocate. Recognising and praising good care.
Integrity- Leading by example	Doing what I say I am going to do. Being honest. Taking responsibility for my actions.
Valuing everybody- Using an inclusive approach	Supporting every person however different to me to achieve their best.

Challenging discrimination and supporting others to understand why it is everybody's business to do this.

Recognising and challenging my own assumptions.

Innovation- Aspiring for excellence in all we do

Using service improvement methodology.

Learning with people who use our services, research, best practise and evidence.

Sharing the learning internally and contributing to research where relevant.

Collaboration- Listening to each other and working together

Working in partnership to promote recovery, supporting and encouraging independence.

Working as one team.

Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

JOB REQUIREMENTS

	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test Reference etc)
Qualifications	GCSE or equivalent in English Grade A-C or 9-4 or level 2 Literacy. RSA III Typing and Audio or equivalent ECDL or equivalent NVQ 4 Business Administration or equivalent	AMSPAR Medical Terminology Certificate or experience	Application Form Interview Test (if applicable)
Experience	Ability to take and produce formal minutes of a variety of meetings in both face to face settings and remotely Substantial experience in a Secretarial role	Experience of people with mental health problems Experience of working as part of a team in a busy office Diary Management including electronic diary management Previous experience in a medical or NHS setting	Application Form Interview Test (if applicable)
Skills & Competences	<ul style="list-style-type: none"> • Excellent organisational skills • Ability to accept and manage change • Must be reliable and to work under pressure and deadlines under own initiative • Good time management skills and able to prioritise workload • Approachable, adaptable and flexible • Customer focused and self-motivated • Good communication skills ensuring that service users, staff and carers are treated in a polite and efficient manner, using tact and confidentiality at all times. 	Experience in a wide range of IT systems including Microsoft Teams and Rio	