

JOB DESCRIPTION

Job Title:	Clinical Team Secretary	
Reports to (post title):	Clinical Secretary / Admin Team Lead	
Evaluated Banding:	3	
Role Purpose:		
To provide an efficient, effective, confidential secretarial/administration/reception service within the Liaison Service.		
Role Context:		
This role requires an experienced Administrator who has a flexible approach to work and the ability to prioritise and work on their own initiative		
Trust Values		
All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:		
Trust Honesty Respect Compassion Teamwork		
Key Accountabilities		Performance Measures
Provide an efficient secretarial/administration/reception support service		Appropriate practices and agreed criteria are met. Workload management and organisation is maintained
Produce high quality reports within agreed deadlines as required		
To undertake office duties including diary management and message management, opening and distributing mail, operation of brought forward systems, dealing with telephone calls and enquiries, production of documents, typing and audio typing, photocopying, collating of documents and electronic filing as well as general administration support services to deal with requests and enquiries and forward them to the relevant team member		
Facilitate meetings including venue booking, refreshments, producing and circulating agendas, recording attendance and accurate minute taking		
To be able to work flexibly and provide cover which may include the requirement to travel to different sites		

<p>To collect and maintain accurate team information with regards to training undertaken, Clinical Supervision and any other database</p> <p>To monitor and order stock and non-stock items as required</p> <p>Booking courses, accommodation and travel requests as and when required</p> <p>To manage, update and maintain diary schedules, ensuring that conflicting and amended appointments are actioned appropriately.</p> <p>Responsible for ensuring that accurate work is completed within the time limits and standards set</p> <p>To work effectively both independently and as a team member</p> <p>Responsible for own Mandatory Training requirements</p> <p>To ensure medical records are filed in line with Information Governance procedures</p> <p>Resolve or signpost queries from patients, carers, internal departments and external agencies as appropriate</p> <p>To ensure patient referrals are processed and to timely input, update, maintain information and resolve queries on the patient database. To ensure patient's notes are pulled, requested and tracked in a timely manner in preparation for the clinics and ensure any follow-ups/appointments are actioned</p> <p>To undertake any other duties that would be a reasonable expectation of the role</p>	
Dimensions	
<p>To provide efficient and comprehensive secretarial and administrative support to the medical and clinical staff within the Liaison Service between the core hours of 8am to 5pm, Monday to Friday. Hybrid working supported.</p> <p>The Liaison Services are based on two sites at Kings Mill Hospital and Queens Medical Centre and there will be an expectation to provide admin cover when required across both sites however the role will primarily be based at Kings Mill Hospital.</p>	
Safeguarding	

All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support

Disclosure and Barring Services

Where this post relates to the types of work, activity, employment or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services

Infection Control

All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role

Equality & Diversity

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.


Communication

Excellent communication skills are essential within this role. This will involve the regular contact and exchange of confidential, sensitive information between staff, patients, carers and internal/external agencies, using tact and diplomacy in a form that is appropriate to them and the situation and constructively manages barriers to effect communication

Maintain a position of integrity at all times whilst appreciating the need for a high level of confidentiality when dealing with patient/carers information and issues appertaining to this post, in line with Caldicott principles, the Data Protection Act and any new legislation arising in the future. and communicating in a manner and keeping accurate and complete records that are consistent

with relevant legislation, policies and procedures
Knowledge, Training and Experience
<p>Business & Administration procedures acquired through NVQ Level 3 or the equivalent practical experience</p> <p>Experience of working in an office experience.</p> <p>Experience of using IT systems including: Microsoft Office – Excel, Outlook, Word, Databases</p> <p>Excellent organisational skills</p> <p>Excellent communication skills</p>
Analytical and Judgement Skills
<p>Intercept and take appropriate action from messages received and ensure that all information is transmitted to relevant parties</p> <p>Analyse and action data quality issues on Patient Information Systems</p> <p>To manage, update and maintain diary schedules, ensuring that conflicting and amended appointments are actioned appropriately</p>
Planning and Organisational Skills
<p>Prioritising and organising own workload in a busy office environment</p> <p>Be responsible for the coordination, booking and organisation of events</p> <p>Be responsible for booking meetings and ensuring that all relevant documentation is available</p>
Physical Skills
<p>Advanced keyboard skills</p> <p>Ability to travel across Trust sites</p>
Responsibility for Patient/Client Care
Provides non-clinical information to patients, carers and/or relatives
Responsibility for Policy/Service Development

<p>Propose new policies and ways of working in own work area.</p> <p>The duties and responsibilities of the post will be undertaken in accordance with the Policies, procedures and practices of Nottinghamshire Healthcare NHS Foundation Trust. It is the post holder's responsibility to ensure they keep up to date with these policies and other policy documents</p>
Responsibility for Financial and Physical Resources
<p>Monitor and order departmental stock and non-stock items in line with Trusts Standing financial instructions</p>
Responsibility for HR
<p>Demonstrate duties to new starters as appropriate</p> <p>Day to day supervisions of staff within the department to include monthly 1:1 supervisions</p>
Responsibility for Information Resources
<p>Take and transcribe formal minutes of meetings/investigations/disciplinaries</p> <p>Collation of accurate data in a timely manner</p> <p>Produce correspondence, reports and all other relevant documentation</p>
Responsibility for Research and Development
<p>To undertake surveys/audits as necessary in own area of work</p>
Freedom to Act
<p>Manages own workload and is required to work independently.</p> <p>Work is managed rather than supervised.</p>
Physical Effort
<p>There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time</p> <p>There is a frequent requirement for light physical effort for several short periods during a shift I e Setting up meeting/training rooms, carrying equipment and office supplies</p>

Mental Effort
<p>Frequent concentration required for typing complicated documents and producing Excel reports including graphs and charts</p> <p>Work pattern unpredictable as may be asked to re-prioritise work at short notice</p>
Emotional Effort
<p>Frequent exposure to distressing or emotional circumstances when dealing with patients and staff</p> <p>Indirect exposure to distressing or emotional circumstances when typing letters and reports of a sensitive nature</p>
Working Conditions
<p>Exposure to a Display Screen Equipment (DSE) is frequent in line with H&S guidelines</p> <p>There may be a requirement for lone working on occasions</p>
Organisation Chart
<div data-bbox="383 1003 1377 1245"> <p>Service Manager - Business Development & Admin</p> <p>Admin Support Manager</p> <p>Clinical Secretary / Admin Team Leader - B4</p> <p>Clinical Team Secretary – B3 - QMC Receptionist – B2 - QMC</p> </div>
Our promise to you
<div data-bbox="237 1325 1438 1423"> <p><input type="checkbox"/></p> <p>We will ensure that you are supported and lead in line with our Trust Values: Trust, Honesty, Respect, Compassion & Teamwork</p> </div> <div data-bbox="776 1430 976 1627">  </div> <div data-bbox="237 1667 1477 1734"> <p>Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.</p> </div>

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



Signatures

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager:

Date:

EMPLOYEE SPECIFICATION FOR THE POST OF Clinical Team Secretary

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values and Behaviours	<ul style="list-style-type: none"> All colleagues are expected to demonstrate at interview that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: Trust Honesty Respect Compassion Teamwork All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation 				Application & Interview Application & Interview
Physical requirements	Requirement for sitting in a restricted position for a substantial proportion of the working time There is a requirement to set up meeting/training rooms	5			A/I/R
Qualifications - Academic / Craft / Professional	NVQ 3 level in Business Administration or working towards	5	Medical Terminology Audio Typing	3 3	A

Training	Microsoft Office i.e Database, Excel, Word, PowerPoint	5	Minute taking		A/I
Experience	Scheduling/ Diary Management Experience of working in a customer-facing role. Previous experience of working in an office environment Ability to work as an effective team member.	5	Experience of working within the NHS Knowledge of Patient Information Systems Minute Taking	3	A/I
Knowledge	Computer literacy including word, excel, outlook, database	5	Maintain electronic records/information on computer		A/I
Skills	Excellent interpersonal/communication skills, including excellent written and oral skills. Excellent telephone manner. Good interpersonal skills Typing skills	5			A/I/R
Contractual Requirements	Ability to travel between venues Requirement to complete Mandatory Training	5			A/I/R

PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT