Job Description



Role Details						
Job Title	Administrator – Typist					
Band	2					
Department/Service	Trust Admin & Clerical Workforce					
Organisational Re	elationships:					
Responsible to:	Team Leader/Medical Secretary					
Accountable to:	Administration Manager					
Professionally Accountable to:	Administration Manager					
Responsible for:	The post holder has no direct reports					
	Administration Manager					
	↓ Team Lead Medical Secretary					
Higher Medical Secretary Team Leader Suppo Medical Secretary Medical Secretary						
Medical Secretary						
	Typist/Admin Assistant					

Job Summary/ Role:

The post holder will provide an effective administration support service providing excellent communication skills and good customer care.

The post holder will support the efficient processing of information and communication as required and ensure that clinical correspondence is accurately transcribed, within agreed timescales, in line with Trust Policy.

Key Relationships:

The post holder will be expected to:

- Communicate effectively and courteously within the team. Communication may at times include medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust.
- Work with and effectively communicate with the team structure including line management.

Core Functions:

To provide a high quality administrative support service and ensure excellent customer care and experience for patients.

To ensure that all Trust Policies and Procedures relating to role are adhered to.

Administrative	Carry out routine administrative duties pertinent to the service.					
Responsibilities	The role requires the individual to work as part of a multi- disciplinary team.					
	The post holder will be predominantly office based and undertake the following activities:					
	 Transcription / typing and or proof reading of clinics and other letters of a sensitive and confidential nature ensuring copy letters to other health care professionals / services are sent. Receiving, recording, sorting and distributing any form of communication and take appropriate action including escalation where appropriate. 					
	 Receive and make telephone calls to/from GPs, wards and other NHS and non-NHS professionals/agencies, follow through all enquiries in a friendly and professional manner. Management of medical records including tracking, tracing, 					
	 filing and retrieving inline with Trust Policy. Participate in clinic reconciliation appropriate to the service. 					



	 Interrogate case notes to identify relevant information and to
	ensure accuracy of correspondence.
	 Data collection, update, management and maintenance of databases relevant to service.
	 Collate documents and other preparatory items required for meetings pertinent to the service.
	 Word processing utilising Microsoft Office communication pertinent to the service.
	 General administrative and clerical procedures including receiving and sending e-mails, filing, photocopying, scanning of documents and faxing as required
	 Compliance with General Data Protection Regulations and patient confidentiality supporting processes for clinical governance and information governance.
	 Undertake any other relevant administrative tasks that may be required for the effective running of the service.
	The post holder will be proactive with respect to personal and professional development and become fully conversant with new developments affecting the role
	He/she must also be flexible both in availability and being able to offer cover for colleagues when they are absent from work due to annual leave or sickness etc.
	There may be a requirement to provide administrative support to other departments as a member of the trust's admnistrative and clerical workforce.
	There is the requirement for the post holder to type at a minimum of 70 words per minute and it is a requirement of the Trust that no secretarial support for private practice will be undertaken within contracted hours for the Trust.
Clinical Responsibilities	Provides and receives basic routine information to/from patients, occasionally of a sensitive nature in relation to appointments, correspondence and associated trust processes, policies and procedures.
Management and Leadership Responsibilities	Champion the Trust improvement and leadership strategy, through attendance at Novice leadership and improvement sessions
Policy and Service	Know where to access Trust policies and procedures.
Bevelopment	Comply with all Trust Policies, Procedures and Standard Operating Procedures.
	Engage in discussion in relation to service development.
Responsibilities Management and Leadership Responsibilities	 He/she must also be flexible both in availability and being able to offer cover for colleagues when they are absent from work due to annual leave or sickness etc. There may be a requirement to provide administrative support to other departments as a member of the trust's administrative and clerical workforce. There is the requirement for the post holder to type at a minimum of 70 words per minute and it is a requirement of the Trust that no secretarial support for private practice will be undertaken within contracted hours for the Trust. Provides and receives basic routine information to/from patients, occasionally of a sensitive nature in relation to appointments, correspondence and associated trust processes, policies and procedures. Champion the Trust improvement and leadership strategy, through attendance at Novice leadership and improvement sessions Know where to access Trust policies and procedures. Comply with all Trust Policies, Procedures and Standard Operating Procedures.



	To ensure standardisation and consistency across services.			
Research and Audit Responsibilities	There are no responsibilities for research or development within the role. The post holder may be asked to participate in staff surveys or other methods of capturing staff views and experience.			
Managing Resources Responsibilities	Undertake ad hoc duties to support the service as a whole. Escalate any office equipment that may be out of use. Manage equipment and resources efficiently.			
Education and Training	The post holder will learn and develop existing skills appropriate to maintain standards and quality of care and ensure compliance with mandatory training and other role specific training. Compliance, and personal development and training needs, will be identified by participating in the trust's annual staff development review (SDR) process.			
This job description is not exhaustive. The job description and duties may be subject to future review as the needs of the service change.				



Person Specification



KNOWLEDGE & SKILLS

Essential	Desirable	Assessment Method			
 Excellent communication and interpersonal skills Understanding of clerical processes Efficient and accurate word processing skills 	 Experience in a clinical setting Knowledge of hospital patient administration system Knowledge of medical terminology Understanding of a range of work procedures associated with outpatient clinic arrangements, secretarial office procedures and case note procedures Knowledge of General Data Protection Regulations and patient confidentiality 	Application form/ Interview/Assessment			
QUALIFICATIONS & TRAINING					
Essential	Desirable	Assessment Method			
 OCR/RSA equivalent level typing qualification (or experience entry level of 50 words per minute typing working towards 70 words per minute) GCSE's A-C or equivalent qualification or experience NVQ 2 in Business Administration or equivalent experience 	 Audio-typing qualification or equivalent level of working experience with medical terminology Attendance at Novice and leadership improvement sessions within first year of role 	Application form/ Interview/Assessment			
EXPERIENCE					
Essential	Desirable	Assessment Method			
 Knowledge of Office and Outlook, including word, excel and powerpoint, e-mail and internet 	 Healthcare / NHS Trust experience Previous experience working within a team Administrative experience 	Application form/ Interview/Assessment			



Essential	Desirable	Assessment Method
 High professional standards Excellent communication skills Customer focused Sensitive, tactful and diplomatic Self-motivated Team player Positive and enthusiastic Flexibility, 'can do' attitude, adaptable to changing demands 		Application form/ Interview



Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.



8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.



HR Use Only Job Reference No:



APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos						
Lifting weights/objectives above						
Using equipment to lift, push or pull patients/objects						
Lifting heavy containers or equipment						
Running in an emergency						
Driving alone/with passengers/with goods						
Invasive surgical procedures						
Working at height or in a confined space						
Concentration to assess patients/analyse information						
Response to emergency situations						
To change plans and appointments/meetings						

depending on the needs of this		
role		
Clinical interventions		
Informing patients/family/carers		
of unwelcome news		
Caring for terminally ill patients		
Dealing with difficult family		
situations		
Caring for/working with patients		
with severely challenging		
behaviour		
Typing up of formal		
minutes/case conferences		
Clinical/hands on patient/client		
care		
Contacts with uncontained		
blood/bodily fluids		
Exposure to verbal aggression		
Exposure to physical aggression		
Exposure to unpleasant working		
conditions dust/dirt/fleas		
Exposure to harmful		
chemicals/radiation		
Attending the scene of an		
emergency		
Food preparation and handling		
Working on a computer for		
majority of work		
Use of road transport		



