



JOB DESCRIPTION

Job Title: Clinical Typist & Administrator

1. WE CARE FOR YOU

We care because:

- **We** always put the patient first.
- Everyone counts – we treat each other with courtesy, honesty, respect and dignity
- Committed to quality and continuously improving patient experience.
- Always caring and compassionate.
- Responsible and accountable for our actions – taking pride in our work.
- Encouraging and valuing our diverse staff and rewarding ability and innovation

2. JOB IDENTIFICATION

Job Title: Clinical Typist & Administrator

Grade: Band 2

Department(s): Obstetrics and Gynaecology

Responsible to: Team Leader

Accountable to: General Manager

JD Ref No: (for A4C office use)



3. JOB PURPOSE

The post holder will assist the Medical Secretary in providing an effective and efficient support service to clinical teams, maintaining robust systems and processes are in place for administrative management of the patient pathway. The post holder will provide an efficient audio typing service to ensure that clinical correspondence and all associated actions have been actioned to ensure smooth progress throughout the patient pathway in line with clinical requests.

The post holder will have skills in all areas of administrative functions to enable them to support the patient pathway, using Standard Operating Procedures (SOP's) to ensure that functions of the role are carried out correctly within given timescales.

4. MAIN DUTIES/RESPONSIBILITIES

- Type clinical correspondence using the audio dictation system, according to clinical priority and chronological order in line with agreed standards of speed/accuracy.
- Review and finalise any outsourced transcription in line with the agreed standard.
- Promptly file correspondence and investigation results into case notes, in line with Trust policy.
- Ensure that all correspondence is checked and digitally signed by the appropriate consultants, in line with timescales, escalating where backlogs are developing
- To liaise and assist Medical Secretaries, and others, in order to ensure correct administration of the patient pathway, system updates and effective utilisation of clinic capacity.
- To prioritise own workload appropriately, referring any service concerns to the Team Leader in a timely manner.
- Assist in developing office and typing practices to continually improve the service provided
- Ensure Inter-Provider Transfers (IPT) are completed/actioned in line with standard operating procedure



- Maintain good relationships with patients and other members of staff, ensuring a high degree of confidentiality and integrity at all times.
- Ensure all clinical events as part of the patient pathway are requested and received in a timely manner and in line with RTT and other pathway timeframes.
- Develop a close working relationship with clinical teams to ensure that high standards of service are maintained.
- Assist with providing information to allow clinician impact assessment when clinic/theatre changes are approved.
- To provide general administrative support where required across the whole function of the administration team.

Clinical Admin Generic duties/responsibilities

- Adhere to local, national and clinically indicated maximum timeframes including Referral to Treatment (RTT), Cancer, and diagnostics, escalating where capacity does not allow or there are conflicting targets.
- Adhere to the available policies/SOPs relevant to the job role, to ensure consistent services are delivered.
- Attend meetings for service development initiatives as required.
- Follow internal escalation processes.
- Use of Trust developed Patient Tracking Lists (PTLs) and/or other information reports for consistent facilitation of patient pathway
- Attend/complete all mandatory training in accordance with Trust Policy and participate in the Trust's Annual Appraisal.
- Liaison with any relevant member of the Trust or external to the Trust, as appropriate to your role to ensure efficient and timely flow of patient pathway, in line with information governance policy.
- Contribution to achievement of local/national Key Performance Indicators relevant to the role.
- Liaise as appropriate to ensure correct system recording of patient pathway and demographic details in order to prevent data quality issues.
- Be aware of and adhere to the Trust's Policies, Procedures and Disciplinary rules, and promote awareness amongst peers.
- To participate in training/induction of new staff.
- Be an active team member and undertake any other duties that may be reasonably requested to facilitate the smooth running of the Trust ensuring



confidentiality at all times, maintaining good relationships with patients and other members of staff.

- Promote data quality by adhering to best practices and operating standards
- Provide cover as necessary at the request of the Line Manager across the core clinical administration functions, commensurate with level of the role.

5. SCOPE AND RANGE

The post holder is appointed to a division and may be assigned a department, the post holder may have to cover additional departments within the division to ensure consistent management of workload and continued cover.

The above indicates the main duties of the post, which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the People and Organisational Development Department

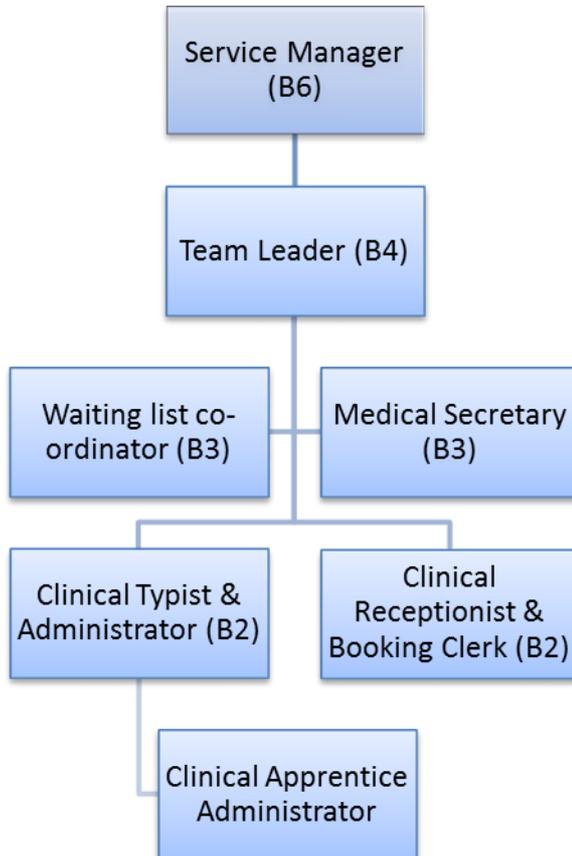
6. PERSONAL ATTRIBUTES

A. Core Attributes

-  Demonstrate an understanding of the importance of quality of care.
-  Demonstrate that you will be open to improving everything that you do.
-  Be accountable for own actions and those of their team.
-  Demonstrate that everyone's contribution is valued.
-  Have an ability to work efficiently, effectively and professionally in a multidisciplinary team.
-  Work to ensure the care group/directorate improves efficiency and reduces waste.
-  Displays networking skills.
-  Have an ability to consider and implement new solutions.



7. ORGANISATIONAL POSITION





APPENDIX 1 - SPECIFIC TERMS

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.
- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.
- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.
- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.