

Welcome to Blackpool Teaching Hospitals NHS Foundation Trust



Microbiology – Specialist Medical Secretary

Job Description

JOB TITLE:	Specialist Medical Secretary
BAND:	4
Division:	Clinical Support Division
BASE:	Microbiology Department, BVH
RESPONSIBLE TO:	Microbiology Laboratory Manager
ACCOUNTABLE TO:	Lead Consultant Microbiology

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

To provide a comprehensive, highly specialised, and administrative support to the Microbiology department, in addition to all associated Consultant Microbiologists and Specialist Registrars.

- To organise workload and co-ordinate activities to ensure efficient operation
- To support the organisational, clinical, and managerial responsibilities of the department
- To transcribe and lay out high specialised clinical reports, agenda, letters and minutes and papers
- To retrieve and archive medical records, reports, and other documentation
- To act as first point of contact for healthcare professionals, patients/relatives

Additional duties will be undertaken as directed by the Head of Department and/or Consultant Microbiologist in consultation with the post holder.

PRINCIPAL DUTIES AND RESPONSIBILITIES

GENERAL

- Responsible for providing a comprehensive specialist secretarial service for all Consultant Microbiologists and Laboratory Manager including word processing, filing, audio typing, photocopying, clinical coding and the composition of specialist clinical reports, letters, agenda, minutes etc., using discretion and experience to prioritise workload and ensure urgent work is dealt with promptly.
- Responsible for maintaining a diary of appointments and information relevant to the Consultant Microbiologist and Lab Manager and to assist in the co-ordination of activities.
- Responsible for accurate and time transcription and accurate presentation of all specialist clinical microbiology requests and reports, which require a specialised knowledge of medical terminology and procedures, and the accurate input of clinical diagnostic information.
- Responsible for maintaining an efficient office systems tracer system for all case notes and ensure that case notes are correctly maintained following guidelines.
- Responsible for sorting, distributing and prioritising incoming mail for Consultant Microbiologist, using judgement and experience to prioritise and disseminate information and to action requests.
- To be the first point of contact for written and telephone enquiries from patients, relatives, General Practitioners, Consultants and other medical staff and other external organisations, and to exercise initiative, judgement, and sensitivity, often in the absence of the pathologist, in dealing with and prioritising these enquiries.
- To co-operate, as required, with other members of the Consultant Medical Staff and their teams of Junior Medical staff, senior Managers, departments within Victoria Hospital and Community hospitals, other Trusts, General Practitioners, and other external organisations as necessary.
- Co-operate fully in appropriate collection, input and retrieval of clinical information into information systems in use within the Trust, maintaining confidentiality and data protection at all times.
- Responsible for arranging relevant clinical meetings, making out the lists of cases to be discussed at each meeting, notifying the biomedical scientists of the material required, sending out copies of agenda to the Consultants, arranging catering and taking and transcribing minutes.

- To participate in departmental audits, service and efficiency reviews, and co- operate with the introduction of technology, methodology, performance and organisational improvements.
- To co-ordinate staff rosters and annual leave with specialist secretaries, Consultants and the Head of Department.
- To co-ordinate HR tasks and e-rostering and to generate relevant KPI reports.
- To deal with calls from GP's and to put any referrals on to Nerve Centre.
- Input data required for departmental salaries, payments, and other database entry systems.
- Work flexibly when Medical Secretary colleagues are absent, to uphold continuity of the Secretarial service and to provide cover during periods of annual/sick leave.

SUPERVISORY AND TRAINING DUTIES

- To assist in the training of new recruits to the required standards, in line with statutory requirements, service requirements, and professional and personal development.
- To supervise new recruits and junior staff and ensure standards of performance and service are achieved.

PERSONAL DEVELOPMENT RESPONSIBILITIES

- Head of Department, to ensure compliance with Trust Personal development guidelines, and maintain a personal development log.
- To ensure personal compliance with regards to service requirements, mandatory requirements, Trust policy, Governance and professional demands
- To maintain awareness of future needs and contribute towards service development. To compile and review all relevant procedures and protocols and suggest modifications and improvements as necessary.

ADDITIONAL INFORMATION – PHYSICAL EFFORT

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.
- Mental Effort.
- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.
- Working Conditions.
- Occasional exposure to unpleasant working conditions.
- Emotional Effort.
- Exposure to distressing or emotional circumstances is rare.

GENERAL REQUIREMENTS

1. QUALITY

Each member of staff is required to ensure that:

- The patient and customer are always put first.
- That in all issues, the patient/customer requirements are met, and all staff contribute fully to achieving the Trust's corporate goals and objectives.
- That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. CONFIDENTIALITY

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and complying with all the requirements of the Data Protection Act while carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. DATA PROTECTION/FREEDOM OF INFORMATION ACTS

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

4. HEALTH and SAFETY

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of the post in accordance with all appropriate Health and Safety Legislation, guidance, and procedures, and that they do not, by any act or omission on their part, create a threat to the health or safety of any other person.

5. EQUALITY & DIVERSITY

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

6. WORKING TIME DIRECTIVE

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. HARASSMENT & BULLYING

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

8. EXTERNAL INTERESTS

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their post and disclose the personal interest if this is likely to occur or if they are in doubt about a possible conflict of interest.

9. MANDATORY TRAINING

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

10. FIRE TRAINING

Each member of the Trust's staff has a statutory obligation to attend a Fire Lecture each year. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

11. FLEXIBILITY

Job descriptions are intended to act as a flexible guide to the duties of the post and, therefore, will require revision in consultation with the post holder to reflect the changing requirements of every post to enable the Trust to achieve its corporate goals and objectives.

12. SMOKE-FREE POLICY

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

13. SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share its commitment.

14. COLLABORATIVE WORKING

Blackpool NHS Foundation Trust is part of the Lancashire and South Cumbria pathology collaboration, a collaborative of the NHS hospital trusts working together to provide the best possible care for our patients.

15. INFECTION PREVENTION AND CONTROL

Infection prevention and control is the responsibility of all Trust staff. All duties relating to the post must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures.

16. QUALITY ASSURANCE

Every employee is personally responsible for the quality of the work, which they individually perform. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills and resources available to them in furtherance of the Trust's philosophy of pursuing quality in all its services.

This job description will be reviewed yearly as part of the annual individual performance review, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the post holder.

Last Updated: 12.01.2023