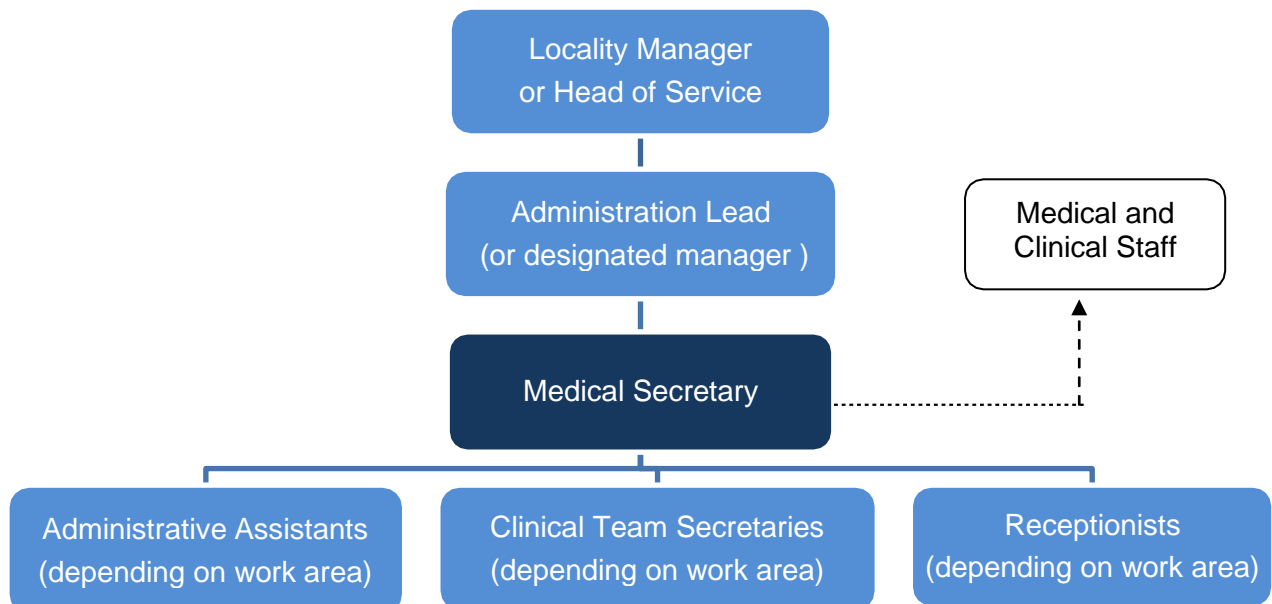


## **JOB DESCRIPTION**

### **Section One**

<b>Job Title:</b>	Medical Secretary/Higher Level Administrator
<b>Band:</b>	4
<b>Locality/Directorate:</b>	As designated (D&D, Tees, NY or Forensics)
<b>Service:</b>	As designated (AMH, ALD, MHSOP, CYPMH, CYPLD, FMH or FLD)
<b>Accountable to:</b>	Locality Manager or Head of Service
<b>Responsible to:</b>	Administration Lead or other designated manager
<b>Responsible for:</b>	Day to day management of administrative assistants, secretaries and receptionists (depending on work area)

### **Organisation Chart:**



## **2.0 Job Summary**

- 2.1 To be responsible for ensuring the provision of a full secretarial service to consultants, junior medical staff, advanced practitioners and other staff within the multidisciplinary team.
- 2.2 To undertake non routine activities which may be delegated by line manager, consultant staff or other members of the multidisciplinary team.
- 2.3 Depending on work area, may have day to day responsibility for provision of an effective administration service for a designated area of work and for the day to day management of the administration staff within that team.
- 2.4 To resolve problems which may be received directly from service users, family or carers or referred by members of the administration team.
- 2.5 To interact compassionately with service users and carers at all times. Service users have a range of mental health conditions or learning disabilities.
- 2.6 To promote at all times a positive image of people with mental health conditions and learning disabilities.
- 2.7 To promote at all times a positive image of the Service and the wider Trust.

## **3.0 Main Duties and Responsibilities**

### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1 First point of contact for service users, family and carers dealing with a range of enquiries or concerns in person or over the telephone. This may involve arranging for an interpreter.
- 3.1.2 Arranges outpatient clinic appointments following discussion with service users, family and carers and sends out appropriate correspondence in a timely manner.

### **3.2 Administrative Responsibilities**

- 3.2.1 Provides a full range of personal assistant duties for medical staff including triaging of e-mails and post, administering annual leave and study leave applications, booking attendance at training events and conferences and liaising with designated staff to ensure accommodation and travel is booked as required.
- 3.2.2 First point of contact for managers, general practitioners and other healthcare professionals within and external to the Trust, dealing with a range of enquiries, queries or concerns on behalf of consultants and medical team, to support them in communications with all groups or individuals involved in the service.
- 3.2.3 Deals with general enquiries to the service area, signposting to others or bringing them to the attention of relevant staff in a timely manner as appropriate.
- 3.2.4 Liaises with the Mental Health Act Office to arrange dates for Tribunals.

- 3.2.5 Undertakes general office duties as necessary including faxing, photocopying, filing etc.
- 3.2.6 Establishes and updates case notes ensuring that all information is filed accurately and in a timely manner (in accordance with Trust policies and procedures).
- 3.2.7 Deals with incoming and outgoing post in a timely and appropriate manner.

### **3.3 Responsibility for Information Systems**

- 3.3.1 Provides a comprehensive word processing service from shorthand and/or audio dictation (including letters, reports, memos, minutes etc) accurately and in a timely manner.
- 3.3.2 Accurately inputs, updates and retrieves data using a variety of data collection systems (electronic and paper-based) including booked admissions, patient records, clinical coding etc and any new systems that may be introduced in the future.
- 3.3.3 Takes and transcribes formal minutes of meetings and distributes appropriately. Undertakes any administrative follow-up actions as required.
- 3.3.4 Extracts and presents statistical data as required.
- 3.3.5 Assists in the monitoring of waiting list times and highlights to senior staff where these are not being met.
- 3.3.6 Assists in the monitoring of performance information and data quality, alerting manager as necessary.
- 3.3.7 Provides appropriate information to partner organisations such as Local Authorities, Social Services as required.
- 3.3.8 Maintains up-to-date and effective filing systems (in accordance with Trust policies and procedures) to facilitate the prompt retrieval of information needed.
- 3.3.9 Supports the Information Asset Administrator (IAA) by:
  - ensuring that all policies and procedures relating to information assets are followed by all staff in the designated area
  - ensuring that information asset registers are accurate and up to date.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 Prioritises own workload. On occasions, may need to accommodate unpredictable urgent requests from senior staff.
- 3.4.2 Depending on work area, may allocate work to staff.
- 3.4.3 Manages the diaries of consultant and other medical staff.

- 3.4.4 Organises meetings which may be multidisciplinary or multiagency.
- 3.4.5 Organises workshops and conferences that may include the identification and booking of venues, speakers, catering and equipment, liaising with designated staff to ensure accommodation and travel is booked as required and corresponding with applicants and course facilitators.
- 3.4.6 Provides or organises cross cover for absent colleagues.

### **3.5 Policy Development**

- 3.5.1 Proactive in proposing improvements to administrative processes or procedures within the work area and implements changes, involving or advising other administrative or medical/clinical staff as appropriate.
- 3.5.2 Implements and communicates new policies/procedures in own area ensuring, where applicable, compliance by all members of the administration team.

### **3.6 Service Development, Project Management**

- 3.6.1 Responsible for specific quality improvement projects in own area as delegated by consultants or line manager, using QIS methodology as appropriate in line with the Trust's approach to quality improvement.
- 3.6.2 Participates in rapid process improvement workshops (RPIW) as appropriate to achieve quality improvements in own area or to contribute to quality improvements in other related areas.

### **3.7 Financial Responsibilities**

- 3.7.1 Raises requisitions to maintain appropriate levels of stationary supplies, utilising the Trust's electronic ordering system.
- 3.7.2 Depending on work area, may be an authorised signatory for time sheets and travel expenses.

### **3.8 Responsibility for Physical Resources, Estates, Hotel Services**

- 3.8.1 Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.
- 3.8.2 Uses available resources efficiently and effectively.
- 3.8.3 Depending on work area, may be responsible for ensuring the efficient and effective use of available resources by others and the safe use of equipment by others.
- 3.8.4 Moves and stores stationery items.

### **3.9 Research and Audit**

- 3.9.1 Undertakes surveys and audits as necessary to own work.

### **3.10 Staff Management, Training and Development, HR**

- 3.10.1 Demonstrates own work to new starters in own area and gives guidance as required.
- 3.10.2 Depending on work area, may provide day-to-day management of administrative staff, including work allocation and monitoring, appraisal (including objective setting and personal development planning), sickness management, authorisation of annual leave and special leave, informal stages of discipline, grievance and capability procedures.
- 3.10.3 Where applicable, participates in recruitment and selection of administrative staff and organises induction for new starters. Provides day to day guidance, advice and on-the-job training for all members of the administration team. Organises training for staff as required.

### **4.0 Communication**

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communicates in a professional and courteous manner at all times including when dealing with sensitive and challenging information.
- 4.3 In order to provide effective support to consultants and other members of the healthcare team, the post holder communicates with Trust staff, service users, families and carers, GPs, Social Services, Police, Local Authorities, general public etc.
- 4.4 Types confidential clinic letters, responses to complaints, reports relating to serious untoward incidents and disciplinary matters which may be highly distressing.
- 4.5 Provides and receives business sensitive data (e.g. waiting list times).
- 4.6 Uses tact and persuasive/negotiation skills when communicating with service users, families and carers, including receiving complex information from patients, who may be anxious, angry or unwell and where potential barriers to communication or verbal aggression may be present. Communication may be face to face or over the telephone.
- 4.7 Uses tact and persuasion with medical and clinical staff when arranging appointments for service users outside of normal clinic times.
- 4.8 Depending on work area, may deal with sensitive staff issues

## **5.0 Analysis and Judgement**

- 5.1 Analyses information and makes judgements when deciding the most appropriate course of action to take when contacted by service users, staff and healthcare professionals from other organisations. This may include resolving the issue directly using own initiative, signposting to an appropriate person or escalating to senior staff.
- 5.2 Uses judgement when managing diaries.
- 5.3 Uses judgement when prioritising and dealing with e-mails and post.
- 5.4 Uses judgement when monitoring performance information and data quality.
- 5.5 Uses analysis and judgement when resolving day to day problems.
- 5.6 Where applicable, uses judgement when resolving staff issues.

## **6.0 Freedom to Act**

- 6.1 The post holder is managed by the Administration Lead or other designated manager.
- 6.2 The post holder is required to act on own initiative and make decisions independently within Trust policies and procedures.

## **7.0 Personal Responsibilities**

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

## 8.0 Other Requirements

- 8.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 8.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 8.3 The post holder may be required to work flexible hours as required by service need.
- 8.4 There may be a requirement to change the job description in light of developing service needs.

## 9.0 Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li><b>EITHER:</b> BTEC Diploma/Level 3 Diploma in Team Leader/Supervisor or equivalent (ie NVQ in Business Administration / RSA Level 3) OR equivalent knowledge gained through relevant work experience plus a willingness to work towards the Diploma in Team Leader/Supervisor within an agreed timescale</li> <li>IT Qualification (ie: ITQ Level 2 / ECDL / RSA / CLAIT) <b>OR</b> Equivalent knowledge gained through relevant work experience</li> <li>Key skills/functional skills in literacy and numeracy Level 2 OR O'Level (Grade C and above) / New GCSE in Maths and English (Grade 4 to 9)</li> </ul>	<ul style="list-style-type: none"> <li>Digital dictation or audio-typing qualification</li> <li>IT Digital Training or willingness to complete</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant secretarial experience</li> <li>Experience of participation in service and quality improvement initiatives</li> <li>Where applicable, experience of supervising/training junior administrative staff.</li> </ul>	<ul style="list-style-type: none"> <li>Within a clinical environment.</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of secretarial and administrative procedures and the ability to undertake associated tasks ensuring adherence to defined procedures and guidelines.</li> <li>• Comprehensive knowledge of all Microsoft Office applications</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of medical/psychological terminology</li> </ul>
	<ul style="list-style-type: none"> <li>• Understanding of confidentiality and the associated legal and policy requirements.</li> <li>• Knowledge of quality improvement systems in healthcare.</li> </ul>	
<b>Skills</b>	<p>Must be able to:</p> <ul style="list-style-type: none"> <li>• Copy type and transcribe accurately from audiotape and/or shorthand.</li> <li>• Input data accurately / efficiently.</li> <li>• Demonstrate good organisational and diary management skills to include co-ordination of meetings and associated duties.</li> <li>• Communicate effectively in the English language and demonstrate both verbal and written comprehension skill.</li> <li>• Maintain concentration and attention to detail whilst also dealing effectively with interruptions.</li> <li>• Work on own initiative, prioritise work and consistently meet deadlines</li> <li>• Depending on work area, lead, motivate and manage staff in a positive manner to facilitate delivery of an effective service.</li> <li>• Extensive use of all Microsoft Office &amp; Outlook applications including word, excel, powerpoint, email and internet.</li> </ul>	



<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Trust Values.</li> <li>• Able to work flexibly and co-operatively as part of a team.</li> <li>• Able to remain calm and productive under pressure.</li> <li>• Able to maintain a professional engagement with people who are distressed, angry or verbally aggressive.</li> <li>• Committed to continual quality and service improvement</li> <li>• Self aware and committed to continual personal development.</li> <li>• Committed to promoting a positive image of people with mental health conditions and learning disabilities</li> </ul>	
	<ul style="list-style-type: none"> <li>• Committed to promoting a positive image of the Service.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• If the post holder is based in a ward area, this post is subject to a satisfactory Disclosure and Barring Service check.</li> </ul>	

### **JOB DESCRIPTION AGREEMENT**

#### **Post Holder**

Sign..... Date.....

Print Name.....

#### **Line Manager**

Sign..... Date.....

Print Name.....

Print Job Title.....

### Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

#### Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

#### Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

### Further information

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet  
<https://intranet.tewv.nhs.uk/our-journey-to-change>