

## Job Description


| Job Information |                               |                        |
|-----------------|-------------------------------|------------------------|
|                 | <b>Job Title:</b>             | Medical Secretary      |
|                 | <b>Directorate / Service:</b> |                        |
|                 | <b>AfC Band:</b>              | 3                      |
|                 | <b>Accountable to:</b>        | Directorate Manager    |
|                 | <b>Reports to:</b>            | Administration Manager |
|                 | <b>Base Location:</b>         | As directed            |
|                 | <b>AfC Job Code:</b>          | AS.GC.R0004            |
|                 | <b>ESR Position Number:</b>   |                        |

### Job Summary

To provide a comprehensive administration/audio typing service in dealing effectively and efficiently with processing of daily workloads, and ad hoc office duties. Ensure cross cover working where possible.

### Key responsibilities

1. Type dictation from audio transcription of clinical correspondence and documentation.
2. Quality check documentation completed in clinical administration support.
3. Ensure appropriate follow up arrangements/investigations are in place. Liaise with personal medical secretary of speciality accordingly.
4. Complete any tertiary referrals to external Trusts and ensure these are completed on the PAS system. Keep track of referrals to ensure patient is promptly reviewed. Check that follow up appointments are arranged in conjunction with patient pathway.
5. Mentor, train and supervise relevant junior staff as required.
6. Deal appropriately with concerns from staff in line with Trust policy.
7. To answer the telephone promptly and politely, telephoning patients where appropriate using tact, discretion and empathy in all situations.
8. Accurate use of patient information using the Patient administration System (PAS), including registration screen, checking patient details are correct, tracking of case-notes.

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9. Ensure all letters and discharge summaries are copied to the appropriate professionals, including patients.
  10. Ensure efficient audit processes in place concerning correspondence to ensure quality levels maintained and rectify accordingly.
  11. Take minutes of meetings, circulating to relevant groups.
  12. Obtain information as requested by line manager.
  13. Attend appropriate training, meetings and education sessions when required
  14. Work with managers to review working practices, ways of working and find solutions to problems
  15. Work with managers to improve quality and range of services, with resources being managed according to agreed policies and procedures.
  16. Organise and order stationery as appropriate.
  17. Ensure all mandatory training is up to date and report accordingly.
  18. Record and input data onto databases and systems as appropriate
  19. Be able to work as part of a team, promote effective flows in the department to cover leave to ensure the office runs smoothly.
  20. General office duties, including incoming and outgoing mail, e-mail, fax, photocopying. Participate in housekeeping of office environment.

#### **Clinical Governance / Quality**

#### **Education and training development**

#### **Equality and Diversity**

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice;

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services;

- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

## Values and Behaviours

### We are Caring

We are kind to each other and always show compassion to ourselves and others.

We know we are doing this when:

- We are always **kind** and **compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

### We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest**.

### We Are Innovative

We work as a team to continuously improve the way we deliver and transform health care.

We know we are doing this when:


- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities.

## Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

## Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity



must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

### **Freedom of Information**

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

### **Management of Risk & Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements. All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.

### **Safeguarding Children and Vulnerable Adults**

All trust employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.


### **IT Skills**

All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.

### **Records Management**

All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

### **Information Quality**



All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.

**Professional Responsibility**

As per any required registration & LUHFT policy.

**Clinical Responsibility**

n/a

**Administration Responsibility**

Administrative role

**Research**

Participate in audit

**HR Management**

May supervise other staff

**Financial Responsibility**

Orders stocks and supplies

**Change of Job Description**

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

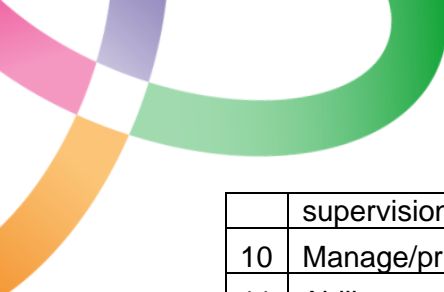


**Liverpool University Hospitals**  
NHS Foundation Trust

**Person Specification**

|                   |                   |                      |             |
|-------------------|-------------------|----------------------|-------------|
| <b>Job Title:</b> | Medical Secretary |                      |             |
| <b>AfC Band:</b>  | 3                 | <b>AfC Job Code:</b> | AS.GC.R0004 |

| Person Specification |  |           |           |            |
|----------------------|--|-----------|-----------|------------|
|                      | Education/Qualifications   | Essential | Desirable | Assessment |
| 1                    | Educated to GCSE/O Level standard/equivalent   | Y         |           |            |
| 2                    | RSA/OCR Level II or equivalent   | Y         |           |            |
| 3                    | Word Processing/Audio typing Skills  | Y         |           |            |
| 4                    | Knowledge of medical terminology and secretarial procedures                          | Y         |           |            |
|                      | Experience   | Essential | Desirable | Assessment |
| 5                    | Excellent I.T. skills with knowledge and experience of all Microsoft office packages | Y         |           |            |
| 6                    | Experience working in an NHS office environment                                      | Y         |           |            |
|                      | Skills/Ability/Knowledge   | Essential | Desirable | Assessment |
| 7                    | Excellent communication skills   | Y         |           |            |
| 8                    | Able to use own initiative and respond to new challenges                             | Y         |           |            |
| 9                    | Self motivated and able to work with limited   | Y         |           |            |



|    |   |                  |                  |                   |
|----|---|------------------|------------------|-------------------|
|    | supervision   |                  |                  |                   |
| 10 | Manage/prioritise own workload  | Y                |                  |                   |
| 11 | Ability to accurately maintain computerise and manual filing/documentation system | Y                |                  |                   |
| 12 | Ability to work as part of a team   | Y                |                  |                   |
| 13 | Knowledge of internal PAS system  |                  | Y                |                   |
| 14 | Ability to manage difficult/sensitive situations                                  | Y                |                  |                   |
| 15 | Ability to supervise and motivate a team  |                  | Y                |                   |
| 16 | Ability and willingness to undertake further training as required                 | Y                |                  |                   |
| 18 | Time management skills  |                  | Y                |                   |
| 19 | Excellent interpersonal and influencing skills                                    |                  | Y                |                   |
| 20 | Understanding of Trust internal policies as appropriate                           |                  | Y                |                   |
|    | <b>Qualities/Attributes</b>   |                  |                  |                   |
| 21 | Able to adopt flexible approach when required                                     | Y                |                  |                   |
| 22 | Ability to build and maintain good working relationships                          | Y                |                  |                   |
|    | <b>Other Requirements</b>   | <b>Essential</b> | <b>Desirable</b> | <b>Assessment</b> |
| 23 | Understanding of confidential nature of role and awareness of Data Protection Act | Y                |                  |                   |
|    |   |                  |                  |                   |