





Job Description

1. JOB DETAILS	
Job title:	Clerk Typist
Accountable to:	
Managerially	Medical Secretary
Professionally	Service Manager
Location:	Cumberland Infirmary / West Cumberland Hospital
2. JOB SUMMARY	
<p>All staff are expected to work to the Trust Values:</p> <div>  Kindness – Kindness and compassion cost nothing, yet accomplish a great deal. </div> <div>  Respect - We are respectful to everyone and are open, honest and fair – respect behaviours. </div> <div>  Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners. </div> <div>  Collaboration – We are stronger and better working together with and for our patients. </div> <p>Provide efficient administration and effective support to the Medical Secretaries, assisting in the smooth running of the department. Initiate tasks and prioritise work under the guidance of the secretary.</p>	
3. ROLE OF DEPARTMENT	
Provision of an efficient and effective typing service for consultant teams in north Cumbria.	
4. ORGANISATIONAL CHART	
<div style="text-align: center;"> <p>Service Manager</p> <p>Administration Manager</p> <p>Medical Secretary</p> <p>Team Secretary</p> <p>Clerk Typist</p> </div>	

5. KEY WORKING RELATIONSHIPS

Consultant & other medical staff.
Medical Secretaries.
Ward Clerks.
Ward and department staff.
Admin Managers.
Services Managers.
Administration staff throughout the Trust.
GP surgeries.
Other hospitals.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Administration

- Provide administration and clerical support to the medical secretaries, undertaking word processing, filing, audio typing and photocopying, including clinic letters, discharge summaries, medical reports, rotas, references and general correspondence, ensuring timely production.
- Maintain appropriate records, ensuring accurate data input into all computerised systems.
- Maintain and establish good levels of communication and liaison with other secretaries, medical staff, other departments and hospitals, informing medical secretary or lead secretary if problems arise.
- Request notes from medical records as necessary.
- Track case notes accurately on the patient information system.
- Send off request forms for investigations to appropriate departments. Check that tests have been requested / actioned as necessary.
- Check that patients have been added to the waiting list if an operation or procedure is required.
- File letters and laboratory reports appropriately in accordance with Trust requirements.
- Answer telephones, responding to queries and taking messages, and passing these on to the relevant member of staff.
- Ensure that case notes are correctly maintained, following guidelines, and that the documentation contained therein is correct. Ensure all case notes are available for clinics.
- Comply with the requirements of the Data Protection Act, Access to Health Records Act, Freedom of Information Act and other legislation issued in relation to confidential data.
- Ensure up to date awareness and knowledge of Trust wide issues and directives, applying the knowledge in the workplace.
- Utilise and update in relevant technology packages as available.
- Use electronic patient administration systems, word processing, e-mail, databases and other systems as required.
- Record 'referral to treatment' outcomes which may affect the clock 'start' and 'stop' times of a patient's journey.
- Prioritise and respond to changing workload.

<p>Education</p> <ul style="list-style-type: none"> • Undertake continuing professional development, including mandatory and statutory updating, maintaining a portfolio. • Participate in research, audit and surveys as required.
<p>7. WORK SETTING AND REVIEW</p>
<p>Work to tasks as assigned by the Medical Secretary or Admin Manager. The Medical Secretary will review performance and undertake appraisal.</p>
<p>8. INDIVIDUAL RESPONSIBILITIES</p>
<p>The post holder is expected to</p> <ul style="list-style-type: none"> • adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies • attend mandatory training as identified by the Trust • adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections
<p>9. CONFIDENTIALITY</p>
<p>The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.</p>
<p>10. HEALTH AND SAFETY</p>
<p>Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.</p>
<p>11. RISK MANAGEMENT</p>
<p>All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.</p>
<p>12. EQUALITY AND DIVERSITY</p>
<p>All employees of the Trust have responsibility to:</p> <ul style="list-style-type: none"> ▪ Act in ways that support equality and value diversity. ▪ Treat everyone with whom they come into contact with dignity and respect. ▪ Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.
<p>13. SAFEGUARDING</p>
<p>All employees have a duty for safeguarding and promoting the welfare of children and</p>

adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION
North Cumbria Integrated Care NHS Foundation Trust

POST TITLE: Clerk / Typist

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE in English language or equivalent. • RSA 2 word processing or equivalent. 	
Experience	<ul style="list-style-type: none"> • Use of a computer. 	<ul style="list-style-type: none"> • Audio typing. • Clerical or office based work.
Knowledge	<ul style="list-style-type: none"> • Confidentiality. • Equality issues. 	<ul style="list-style-type: none"> • Medical terminology. • Microsoft Office.
Skills and aptitudes	<ul style="list-style-type: none"> • Good communication skills. • Able to work as part of a team. • Able to use initiative appropriately. • Able to prioritise work to meet deadlines. • Ability to maintain high standards of work. 	<ul style="list-style-type: none"> • Use of IT systems.
Personal circumstances	<ul style="list-style-type: none"> • Enthusiasm. 	
Other requirements	<ul style="list-style-type: none"> • Flexible approach to working patterns. • Willing to undertake training and development. 	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.