

JOB DESCRIPTION

Job Title:	Secretarial Assistant
Band/Pay:	Band 2
Department:	General Surgery (including Urology, Vascular and Upper & Lower GI)



Job overview

To provide high quality administrative support to the Urology, Lower & Upper GI & Vascular Department, working effectively in a team, providing cross cover for colleagues during absence.

To provide typing, administrative and clerical support to ensure an effective and efficient service in line with Standard Operating Procedures.

To help and support the medical secretaries and support the Team Leader to undertake change management.

To be able to work flexibly to meet the demands of the service.

To ensure that patients are treated with courtesy, dignity and respect.

Main duties of the job

- To type clinical and non-clinical correspondence and reports in accordance within local targets
- To use the relevant IT systems to register patients, transfer medical records, input clinical letters as required
- To undertake a variety of office duties, such as filing, opening and distributing post, photocopying, moving and lifting of patient notes to ensure the efficient and effective support to the department
- To comply with the Trust's Patient Access Policy and Standard Operating Procedures
- To ensure that all results/reports/ correspondence are filed in the case notes in line with Health Records standards
- To enter Referral to Treatment (RTT) pathway events accurately
- Ensuring all clinic outcomes have been recorded accurately, and complete or amend any that have not
- Ensuring a Patient Pathway Identifier (PPI) is correctly allocated to any event booked on PAS
- Ensuring that the review status is updated
- Responsible for entering further RTT codes as required:
 - Discharged on receipt of reports
 - Treated after appointment
 - Escalate to the Admin Team Leader any anomalies or concerns
 - To ensure Inter Provider Transfers (IPT) are completed and updated
- To ensure that e-Referral work lists are actioned daily
- To answer telephone enquiries in an efficient manner and ensure appropriate follow through using initiative to deal with routine enquiries
- To identify areas for service improvement and support implementation
- To notify the designated person in order to maintain adequate stationery supplies
- To provide cover for the other members of the secretarial and administration team, as required

About your new team and department

The general surgical department consists of 8 lower GI surgeons, 6 upper GI surgeons, 1 vascular surgeon and 6 urologists. There are also juniors' doctors ranging from FY1s to ST8s including Surgical Fellows, Ambulatory Fellows and Physicians Associates.

The department is supported by a Practice Manager, 2 Team Leaders and a team of B3 and B2 medical secretaries.

The Surgical service is very busy and the secretarial team is key to ensure things run smoothly and efficiently. It is therefore imperative that each member of the team works well under pressure and as a team player but equally as important that they are able to work independently and prioritise workload effectively.

One of the main rewards of this role is knowing you have made a difference and enhanced a patient's experience within the Surgical Department.

This role is a great training opportunity in order to progress your career.

Detailed job description and responsibilities

Communication and working relationships

- This position requires empathy and tact when dealing with patients that may be angry or upset regarding any aspect of their care
- To work closely with all grades of clinical and administrative staff, along with other employees within the Trust. To liaise with patients, GP's and other external agencies
- Communicate effectively in writing and verbally on a daily basis
- To answer telephone enquiries in an efficient manner and ensure appropriate follow through using initiative to deal with routine enquiries
- To provide support to new members of staff

Planning and organisation

- To prioritise work load
- Ensure mandatory training is kept up to date

Responsibility and accountability

- Ensure patients are put at the heart of the service
- To type clinical and non-clinical correspondence and reports in accordance with local targets
- To ensure results/reports/correspondence are filed in case notes in line with Health Records Standards
- To ensure e-referral worklists are monitored and actioned daily
- To enter Referral to Treatment (RTT) events accurately and in a timely manner. This includes updating clinic outcomes, adding review status's, plus completing Inter Provider Transfers where required
- To undertake a variety of office duties, such as monitoring and dealing with emails received via shared email accounts, filing, opening and distributing post, photocopying, moving and lifting of patient notes to ensure the efficient and effective support to the department
- Ensuring patient files are traced accurately
- Any other appropriate duties/tasks as requested by management

Policy and service responsibility

- To contribute to the development of policy and processes as required
- To support continuous quality improvement and identify areas for service improvement and support implementation
- To comply with the trust's Patient Access Policy and Standard Operating Procedures
- To support the delivery of agreed service outcomes
- To ensure Trust policies and procedures are adhered to

Responsibility for finance, equipment and other resources

- To ensure computer equipment is in good working order
- To order supplies for the photocopier as requested
- To notify the designated person in order to maintain adequate stationery supplies
- To make Team Leader aware of any damage to any equipment within the Department
- There are no responsibilities for line management of staff or budget control

Information technology and administrative duties

- Ensure relevant training is completed in order to use Trust IT computer systems
 - To use the relevant Trust IT computer systems to maintain patient records
 - To provide cover for the medical secretaries and other members of the secretarial and administration team as required
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PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Good standard of general education to include GCSE in Maths and English or equivalent • Typing to RSA II/OCR II or equivalent level of speed and accuracy (40wpm) 	
Knowledge and experience	<ul style="list-style-type: none"> • Experience of Administrative/typing duties • Knowledge of Microsoft Office software • Ability to work on own initiative and prioritise own workload • Ability to work as part of a team • Able to communicate effectively with patients, all grades of staff and external contacts, both verbally and in writing • Proven experience of providing a customer focussed service 	<ul style="list-style-type: none"> • Knowledge of Trust Patient Administrative and Information Systems • Understanding of Patient tracking Lists (PTL) • Knowledge of a range of patient computer software packages e.g. e-Referrals, Infoflex, CRIS etc.
Specific Skills	<ul style="list-style-type: none"> • Ability to audio type 	
Requirements due to work environment/conditions	<ul style="list-style-type: none"> • Good interpersonal skills • Ability to be flexible with working hours when required 	
Physical effort	<ul style="list-style-type: none"> • Able to manoeuvre and transport medical notes around the Department and Hospital site (av. weight 12kgs) 	

	<ul style="list-style-type: none"> • Able to move and store stationery including heavy paper boxes (5 reams of paper)
Emotional effort	<ul style="list-style-type: none"> • Ability to deal with emotional, frightened or hostile patients sometimes face to face • Ability to deal with telephone calls from patients • Deal with patient requests and complaints
Mental effort	<ul style="list-style-type: none"> • Prolonged concentration for typing • Periods of prolonged use of PC/VDU