

## Job Description

Job Information	
<b>Job Title:</b>	Personal Medical Secretary
<b>Directorate / Service:</b>	
<b>AfC Band:</b>	4
<b>Professionally Accountable to:</b>	Head of Service
<b>Responsible to:</b>	Line Manager
<b>Base Location:</b>	LUHFT sites
<b>Job Code:</b>	AS.GC.R0003
<b>ESR Position Number:</b>	

Job Summary
<p>To provide a comprehensive service to the consultants and speciality teams, with the minimum of supervision. Organise your own workload and co-ordinate activities with other medical secretaries to ensure that an efficient service is provided. It is essential that you show initiative commensurate with the role and it is vital that confidentiality should be maintained at all times. Ensure cross cover working where possible</p>
Key responsibilities
<ol style="list-style-type: none"> <li>1. To provide a comprehensive service to consultants and speciality teams including nurse practitioners/clinicians.</li> <li>2. Keep diary up to date, arrange appointments, and arrange travel and accommodation.</li> <li>3. Operate an effective bring forward system and filing system.</li> <li>4. To manage and maintain 18 week pathways including tertiary referrals to external trusts, and ensure these are accurately recorded on PAS system. Keep track of referrals to ensure patient is reviewed promptly. Check that follow up appointments are arranged in conjunction with Referral to Treat (RTT) patient pathway.</li> <li>5. Mentor, train and supervise relevant staff as required. Deal with annual leave requests and sickness absence return to work interviews.</li> </ol>

6. Support consultants in non clinical activities role by preparing presentation documents using relevant packages and arranging meetings, set agenda, circulate agenda/supporting papers as appropriate, and take minutes at meetings.
7. Ensure appropriate personnel are informed of consultant annual leave/study leave. Keep consultants informed of junior doctor leave, as it could have an effect on the service.
8. Organise and maintain consultant's admissions. Cancel and add patients to the waiting list, as appropriate, ensuring lists are updated, and patients contacted. Liaise with waiting list office, anaesthetic department and ward. Complete and amend theatre lists appropriately.
9. Type dictation from audio transcription of clinical correspondence and documentation. Type discharge summaries as appropriate. Maintain an effective track on inpatient referrals to ensure patient is reviewed promptly.
10. Check against clinical letters to ensure appropriate follow up arrangements/investigations are in place. Rectify if not.
11. Allocate and check the work of other staff
12. Ensure sickness absence and annual leave of clinical staff is reported.
13. Assist with the investigation and compilation of responses to complaints/incidents, helping to ensure this is done with the optimum deadlines set by the Trust.
14. Work from initiative using own judgement, acquired knowledge and tact to deal with queries and resolve situations or refer to appropriate person.
15. Carry out appraisals as appropriate
16. Organise and order stationery as appropriate.
17. Ensure all junior staff mandatory training is up to date and report accordingly.
18. Deal with enquiries either on the telephone or face to face from patients, consultants, junior doctors and colleagues in an appropriate manner.
19. Ensure all correspondence relating to patient care is acted upon in a timely manner.
20. Accurate check of patient demographics using the Patient Administration System (PAS), including registration screen, checking patients details are correct, and tracking of case-notes.
21. Assist with audit/research data collection as required.
22. Obtain information as requested by line manager
23. Be able to work as part of a team, promote effective flows in the department to cover leave to ensure office runs smoothly.
24. Train new and junior members of the team within own work area as required by line manager.
25. Attend appropriate training and education sessions at the request of manager.
26. General office duties, including incoming and outgoing mail, e-mail, fax, photocopying.

Participate in housekeeping of office environment.

27. Work with managers to review working practices, ways of working and find solutions to problems.

28. Implement policies and procedures for own area.

29. Record and input data onto databases and systems as appropriate

30. To work in a flexible manner in accordance with Trust Policy, and to check flexi time sheets for medical secretaries.

\* Any other duties required by line manager

### Education and training development

Attend required training.

Train others in own area/skills

### 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.
<b>Safeguarding Children and Vulnerable Adults</b>
All trust employees are required to act in such a way that at all times safeguards the health and wellbeing 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.
<b>IT Skills</b>
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.
<b>Records Management</b>
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.
<b>Information Quality</b>
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.
<b>Professional Responsibility</b>
As per any required registration & LUHFT policy.
<b>Clinical Responsibility</b>
n/a

<b>Administration Responsibility</b>
Administrative role
<b>Research</b>
Participates in audit
<b>Strategic role</b>
n/a
<b>HR Management</b>
Undertaking supervisory duties as required
<b>Financial Responsibility</b>
Stock control
<b>Change of Job Description</b>
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.

Person Specification

<b>Job Title:</b>	Personal Medical Secretary			
<b>AfC Band:</b>	4	<b>AfC Code:</b>	<b>Job</b>	AS.GC.R0003

Person Specification				
	Education/Qualifications	Essential	Desirable	Assessment
1	Educated to GCSE/O Level standard/equivalent or higher	Y		
2	RSA/OCR Typing/Word processing Level 3 or equivalent	Y		
3	RSA/OCR Audio typing Skills Level 3	Y		
4	Knowledge of medical terminology	Y		
5	Secretarial Qualification or equivalent experience	Y		
6	ECDL or equivalent		Y	
7	Shorthand		Y	
	Experience	Essential	Desirable	Assessment
8	Excellent I.T. skills with knowledge and experience of all Microsoft office packages	Y		
9	Demonstrable experience working in an NHS office environment as a medical secretarial	Y		
	Skills/Ability/Knowledge	Essential	Desirable	Assessment
10	Ability to communicate professionally at all levels in a helpful courteous manner. First Class Communication Skills	Y		
11	Excellent Organisation Skills	Y		
12	Excellent Word Processing and Keyboard Skills	Y		
13	Ability to organise workload effectively and prioritise to meet deadlines	Y		
14	Ability to work individually or as part of a team	Y		
15	Legible handwriting	Y		
16	Knowledge of internal PAS system		Y	
17	Experience or supervising and motivating a team	Y		
18	Time Management Skills	Y		
19	Excellent interpersonal and influencing skills	Y		
20	Understanding of Trust internal policies as		Y	

	appropriate			
	<b>Qualities/Attributes</b>			
21	Capability to adapt to most situations	Y		
22	Eager to learn	Y		
23	Ability to maintain control of stressful/sensitive situations	Y		
	<b>Other Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
24	Comply with Trust policies and procedures	Y		
25	Ability to show understanding and appreciation of the need to maintain confidentiality in all matters – Data Protection Act	Y		
26	Ability and willingness to undergo further training in accordance with the needs of the post	Y		