

Job Description

Job title	IBD Secretary
Grade	Band 3
Reports to	IBD Administrator
Accountable to	Gastroenterology Business Manager
Directorate	Surgical & Family Services
Department	Gastroenterology

JOB PURPOSE

To act as the secretarial function to the IBD Team who provide professional advice & support to patients with IBD The role will be a key support to the team administrator and some responsibilities of the administrator will occasionally be delegated to the post holder

FREEDOM TO ACT

1 DIMENSIONS

The post-holder will work closely with the all team members ensuring the delivery of a high quality service. This will require the utilisation of good secretarial, administrative, communication and interpersonal skills. The post holder will work under the supervision of the administrator and the wider clinical team.



2 COMMUNICATION AND WORKING RELATIONSHIPS

- Highly developed interpersonal skills for communicating with patients, relatives, members of the IBD MDT & other health care professionals
- Excellent secretarial skills required to disseminate sensitive & potentially complex information to patients and other healthcare professionals
- Awareness that communication with patients may be impaired by stress and anxiety due to the psychological burden of living with a chronic condition which can be debilitating.
- The ability to communicate in an empathic & reassuring way
- To work cohesively with the team to ensure patients are booked for follow up appropriately and any actions followed up.

3 KEY RESULT AREAS

Responsibility for Patients

- To act as a primary point of contact for IBD patients contacting the helpline & IBD email service
- To provide sound & informed advice for all non- clinical queries in a professional & considerate manner
- To triage patients contacting these resources appropriately, gathering the information required to assist the nursing team in prioritising patient need
- To ensure patients are booked appointments with an appropriate member of the team in a timeframe concurrent with their need
- To provide a consistent, professional & reliable service accessible to all IBD patients
- To signpost patients to support services & resources that will aid self-management of their IBD
- To use tact and diplomacy when dealing with sensitive issues, using discretion and maintaining confidentiality at all times.

Responsibility for Policy and Service Development

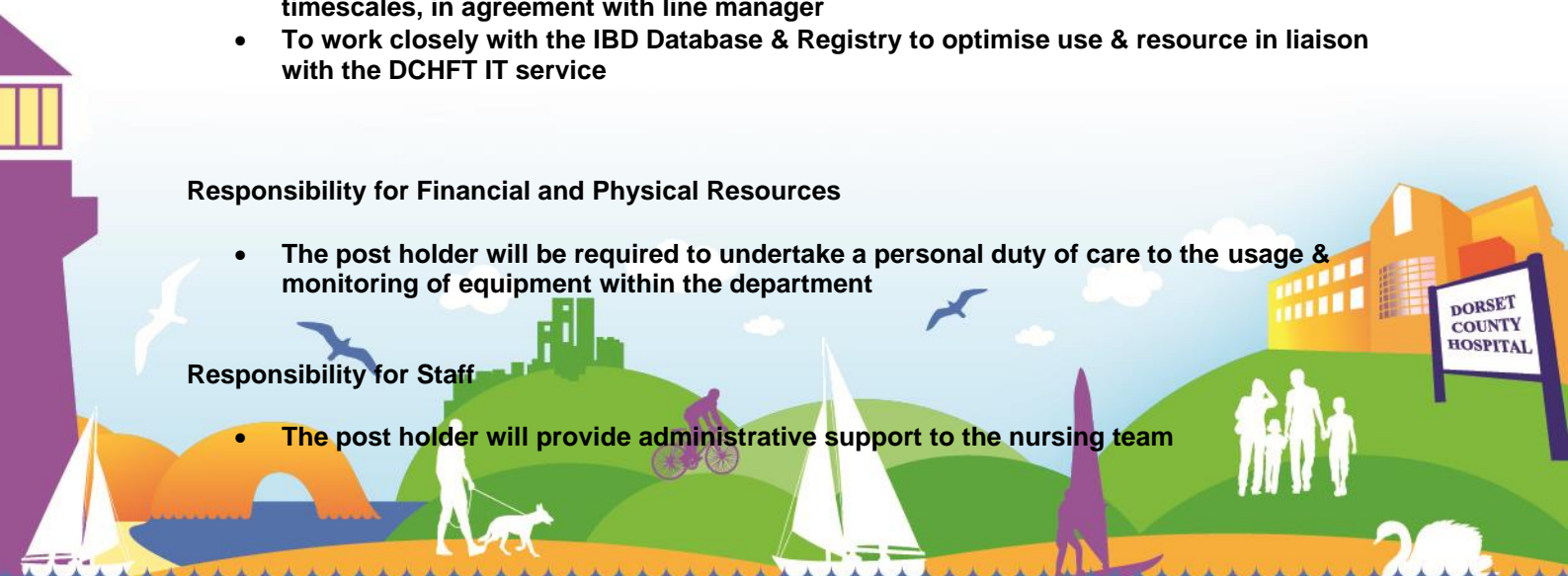
- The post holder will be required to follow all relevant Trust policies and adhere to department guidelines at all times.
- All tasks are organised and produced to required standards and within specified timescales, in agreement with line manager
- To work closely with the IBD Database & Registry to optimise use & resource in liaison with the DCHFT IT service

Responsibility for Financial and Physical Resources

- The post holder will be required to undertake a personal duty of care to the usage & monitoring of equipment within the department

Responsibility for Staff

- The post holder will provide administrative support to the nursing team



- The post holder will provide support to collate patient data & assist in the conduction of regular audits
- To work cohesively with the IBD Team to ensure a fluid & efficient service whilst having the ability to use own initiative

Responsibility for Information Resources

- To maintain the IBD database & Registry with patient data ensuring all entered is up to date and accurately documented
- To undertake specialist training in appropriate software used & on the specialty of IBD
- The post holder may be required to take and transcribe minutes of the IBD MDT in the absence of the administrator.
- The post holder will support the maintenance and development of patient information, clerical, secretarial and record keeping systems in line with established Trust systems, liaising with Medical Records and Trust Headquarters where necessary.

Responsibility for Research and Development

- The post holder will support the collation of data from the IBD databases & hospital systems for audit purposes

Physical Skills

- Prolonged daily use of VDU/PC is required to input data, and type letters to GPs, patients, patient's employers & other healthcare professionals.

Analytical & Judgement Skills

- The post holder will support the management of the IBD helpline.

Planning & Organisational Skills

- The post holder will provide high quality secretarial support to the IBD Team
- The post holder will support the administrator in responding to constantly changing service demands using judgement appropriately to deal with challenges which may require alteration of admin work schedules to support the IBD team.

Additional Key Result Areas

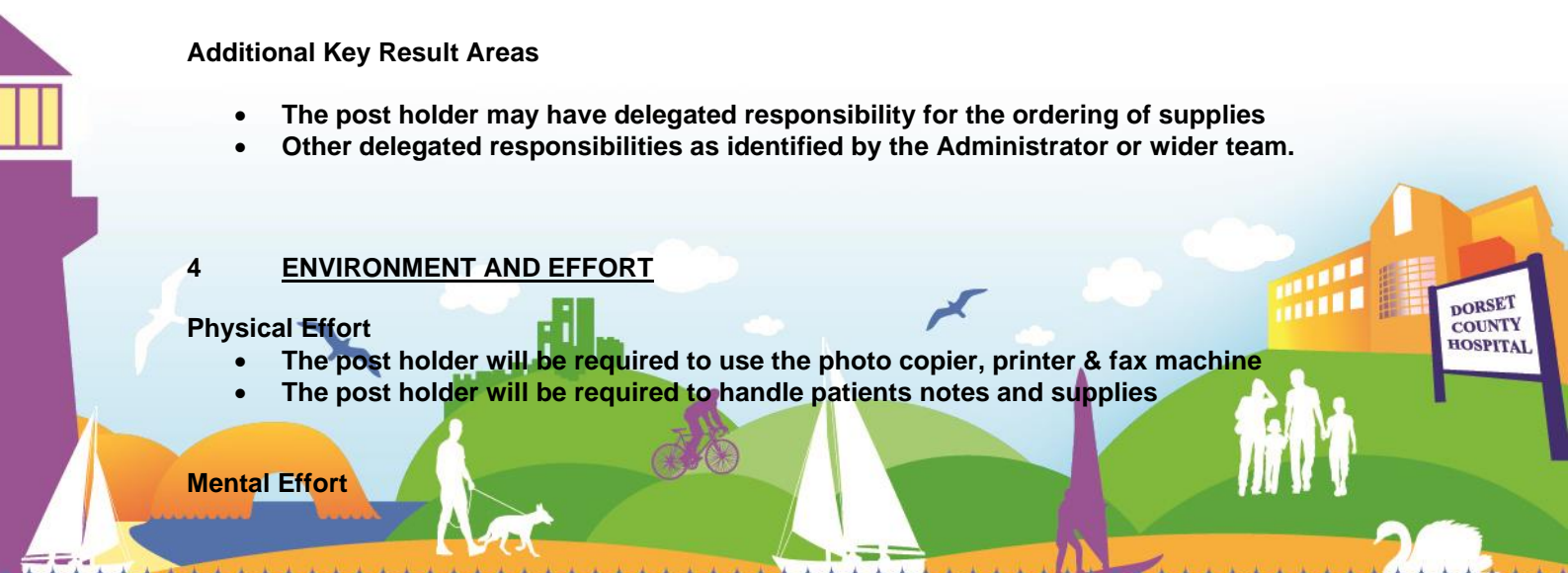
- The post holder may have delegated responsibility for the ordering of supplies
- Other delegated responsibilities as identified by the Administrator or wider team.

4 ENVIRONMENT AND EFFORT

Physical Effort

- The post holder will be required to use the photo copier, printer & fax machine
- The post holder will be required to handle patients notes and supplies

Mental Effort



- The post holder will have the ability to deal with confrontation professionally
- The post holder will meet agreed deadlines & have the ability to prioritise their workload
- Concentration will be required to ensure accuracy, even when you have several interruptions during the day.

Emotional Effort

- The effectively deal with complaints from patients, relatives & other health care professionals.
- The post holder will take regular breaks as per Trust Policy, and ensure strategies for self-care are in place & adhered to
- The post holder will have the ability to act professionally & manage personal distress when talking to unwell patients & their relatives

Working Conditions

- The post holder will be required to work in a shared office environment
- The post holder will also be required to use a VDU for the significant part of the working day.
- Working in a busy environment, the post holder is likely to experience frequent interruptions during the course of a normal working day

5 OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST

(Please tick as appropriate)

Patient contact	✓✓	Lone working		Working in isolation	
Passenger / Client Transport		Exposure prone procedures		Patient Handling	
Strenuous Physical Activity		DSE user (defined in DSERegs)		Confined Spaces	
Night working		Food Handling / Preparation		Working at heights	
Working with vibratory tools		Noisy Environment Working		Safety Critical Work	
Working with respiratory irritants (including latex)				Please specify Gloves	
Working with substances hazardous to health				Please specify COSHH	
Other				Please specify	

6 HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

7 EQUAL OPPORTUNITIES

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

8 CONFIDENTIALITY

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

PERSON SPECIFICATION

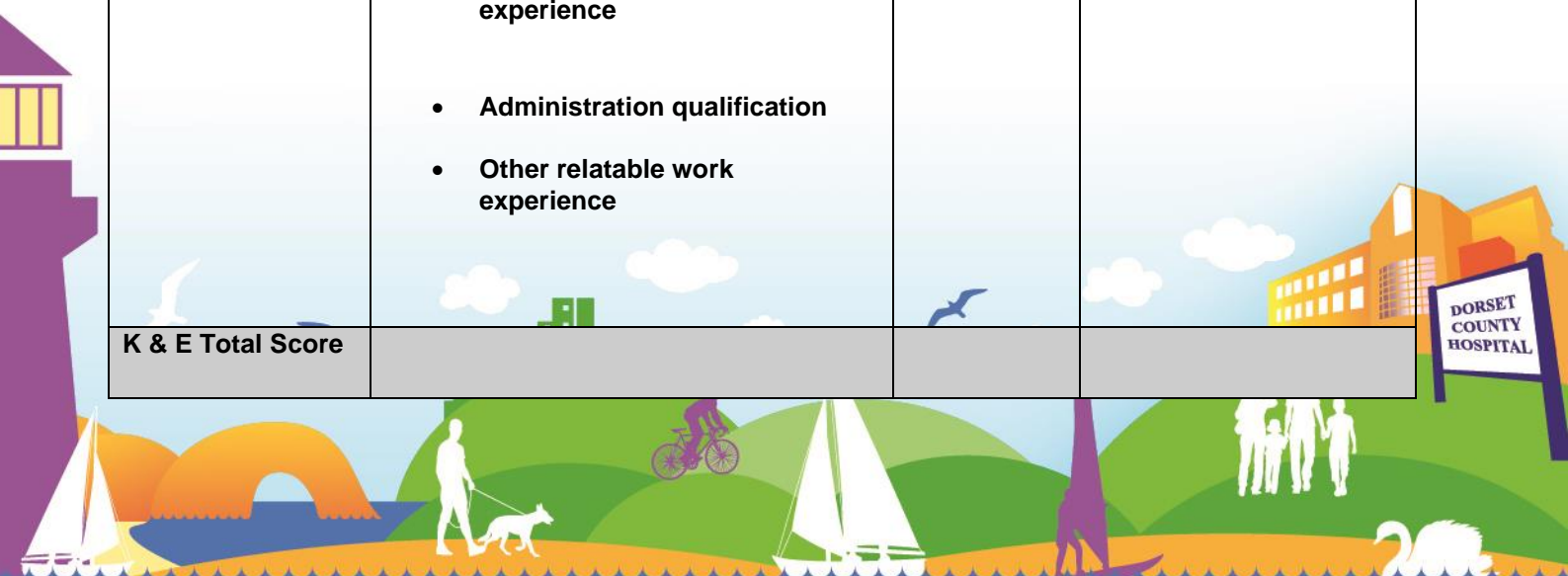
POST: Band 3 IBD Secretary

CATEGORY	CRITERIA	Score per criteria	HOW ASSESSED THROUGH SELECTION PROCESS
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Outstanding Care, Outstanding Careers

EDUCATION, QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> • Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience • 4 GCSE (C and above) or equivalent • RSA Stage 3 typewriting, word processing (or equivalent) 		
E, Q & T total score:			
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Knowledge of Microsoft Office and in particular Excel • Knowledge of Inflex system • Knowledge of NHS admin systems • Previous Administrative experience • Administration qualification • Other relatable work experience 		
K & E Total Score			



SKILLS & ABILITIES	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • Accurate, good organisation skills with attention to detail • Ability to manage time effectively and prioritise tasks. • Proficient in Microsoft Office – including Word, Excel & Access. • Ability to manage heavy diverse workload and to work in a logical, methodical and diligent manner. • Ability to build solid relationships with peers and work as part of a team, but also use own initiative and work independently • Ability to deal with confidential and sensitive material. • Understanding of the department and services provided. • Ability to cope with large numbers of phone calls and queries • Lateral thinking and ability to consider different approaches to working. • Ability to communicate with patients & relatives in an empathic & reassuring manner 		
S & A Total Score			
Total shortlisting score:			

Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important

SHORTLISTING CRITERIA

Each candidate will be scored against the person specification as follows:

3 points = fully meets or exceeds the criteria

2 points = significantly meets criteria although falls short on minor aspects

1 points = partially meets criteria but falls short on key aspects

0 points = does not meet criteria



Outstanding Care, Outstanding Careers