



**York and Scarborough
Teaching Hospitals**
NHS Foundation Trust

**YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION
TRUST**

GENERIC JOB DESCRIPTION

ASSISTANT MEDICAL SECRETARY

Band 3

JOB SUMMARY

To provide administrative and secretarial support to the Stroke Team. The post holder will assist in a range of medical secretarial duties.

Principal Tasks

SECRETARIAL

1. Provision of a secretarial service, including filing, transcription of dictation, photocopying, scanning, process incoming mail etc,

CLINICAL SUPPORT/PATIENT CARE

1. Co-ordinate arrangements and documentation so that each patient receives treatment at the right time, with test results being made available to the Consultants and clinical team when they need them
2. Be aware of patients situations/pathways in relation to GP requests, Consultant's treatment programmes, hospital admission, treatment, test and results and ensure these comply with current Trust policies and government referral to treat waiting times
3. Register patients on the waiting list or arrange their admission, as appropriate, in line with the Trust Access Policy

4. Respond proactively and promptly to enquiries received from patients, medical staff, multi-disciplinary teams and other internal and external contacts escalating to the Medical Secretary where appropriate
5. With Support from the Medical Secretary communicate effectively with patients and colleagues to resolve issues to the benefit of both the patient and the organisation
6. Negotiate the rescheduling of outpatient appointments and queries in line with the Trust Access Policy
7. Bring to the attention of the appropriate medical staff all investigation results and to take action as necessary
8. Respond in a professional and sensitive manner when dealing with confidential issues
9. Deal empathetically and sensitively with patients emotions, anxieties and frustrations both face to face and over the telephone
10. Act as a point of contact for patients providing information and advice in relation to procedures, appointments, admission and results
11. Provide secretarial/administrative support to the full clinical team
12. Book TIA patients into the TIA Clinic using the appropriate method.

TEAM SUPPORT

1. Work closely with Consultants, full clinical team members, Medical Secretary and administration team to ensure the delivery of co-ordinated and consistent patient care. Work closely with other clinical, non-clinical, internal and external staff to ensure efficient team working in support of the Stroke Team
2. Ensure an efficient secretarial service is maintained in the absence of colleagues, providing cover as necessary for multiple clinicians

DEVELOPMENT

1. Participate in team, professional and personal development activities and promote commitment to continuous development and improvement

2. Assist in training new colleagues/trainees/temporary staff, including introduction into working practices and procedures within the Directorate as appropriate
3. Under the direction of the Medical Secretary or Medical Secretariat Manager assist in the implementation of procedural changes to working systems/processes
4. Constantly review working practices, propose changes to increase efficiency of service and assist in implementing improvements both in own area and other related areas
5. Contribute to Departmental/Directorate objectives and find ways to assist meeting them

INFORMATION TECHNOLOGY

1. Responsible for maintaining current patient records within Trust guidelines and policies including use of the RTT monitor
2. Offer a broad knowledge and experience of using a variety of IT applications in a Windows based environment
3. Ensure correct formatting of letters using the Trust's webforms as well as other IT programmes

OTHER

1. Undertake any tasks relevant to the work of an assistant/relief medical secretary which may develop as a special requirement of the Directorate
2. Highlight problems and advise Medical Secretary or manager of any difficult or sensitive issues
3. Maintain patient confidentiality in line with Trust policies and procedures
4. Use appropriate language, speech and vocabulary and take steps to modify if communication barriers are identified
5. Contribute to the health, safety and security of the working environment by being familiar with and complying to Trust policies and procedures

6. Arrange where necessary translators for non-English speaking patients and/or sign interpreters for those with hearing impairments
7. Be responsible for efficient use of resources e.g. ensuring adequate stock levels of stationery items are maintained

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder will observe all the relevant Infection Prevention and Control policies in carrying out their duties.

The post holder will have, or acquire through training provided by the Trust, the appropriate level of safeguarding and child protection knowledge, skills and practice required for the post and be aware of and comply with the Trust's safeguarding and child protection policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.
- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.

The post holder will uphold and support York Hospitals NHS Foundation Trust in its goal to promote and embed diversity and inclusivity throughout the organisation. The post holder will, in support of The Trust's aims, ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique, and will acknowledge and value difference in order to treat everyone fairly'.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make a change on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any change will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

The duties and responsibilities contained within this job description are not exhaustive and may be changed through consultation with the post holder