

# Job Description

|                      |                          |
|----------------------|--------------------------|
| <b>Job Title</b>     | Medical Secretary        |
| <b>Department</b>    | As advertised            |
| <b>Division</b>      | Medicine                 |
| <b>Band</b>          | 4                        |
| <b>Reporting To</b>  | Business Support Manager |
| <b>Job Reference</b> | J2230                    |

## ▪ Role

To manage the office administration of consultants and designated medical staff and provide an efficient and effective secretarial service. The post-holder acts as the first point of contact for all forms of communication for the consultants and their team, supporting the delivery of a high quality service to patients and staff.

## ▪ Key Responsibilities

- Implement a system of working by which the secretary manages the office/team workload effectively ensuring that work completed within agreed time scales.
- Supervise trainee secretaries and support staff, including mentoring, and involvement in their appraisal process, where appropriate
- Manage consultant diary/timetable and administratively support clinical/non clinical activities of the consultant and medical team.
- Exercise independent judgement and initiative based on acquired experience and knowledge when problems arise, by taking appropriate action to resolve the problems or referring to the appropriate person. This includes follow-up with investigation results, ensuring that all results are presented to medical staff and subsequently actioned/filed onto patients medical records, and that accurate demographic information is maintained on each patient.
- Track patient pathways ensuring that all investigations are arranged including MDT's and diagnostics
- Identify and escalate any delays in patient pathways that may impact on Trust/department targets (such as 18 week RTT/Cancer)
- Ensure effective communication within the Trust and between hospitals, GPs and patients.
- Maintain patient medical records, including a system for requesting, recording, despatch and receipt of medical records, including the maintenance of up-to-date information on patient database and liaising with ward staff and other departments re investigations/queries/case-note location, by phone or in person on an ongoing basis.
- Arrange appointments for patients to attend out-patient clinics and other departments for tests, and for them to be admitted. Arrange domiciliary visits at the request of a General Practitioner, appointments for patients relatives, and for drug representatives and other healthcare professionals to see the Consultant.
- Co-operate fully in the introduction of new technology and in the development of new methods of working as appropriate to the work of a medical secretary.
- Adhere Trust wide policies and procedures

## ▪ Duties and Key Tasks

- Sort, distribute and prioritise incoming mail, using judgement and experience to decide which documents are passed to consultant, and which are passed directly to other areas for action/information. Use initiative in providing information to support correspondence, i.e. background information and/or case-notes.
- Provide a secretarial service, accurately producing from audio/copy, patient-related correspondence/ reports/discharges/forms of a sensitive and complex nature, using appropriate software and within specific time-scales.
- Attend and provide administrative support (i.e. agendas/minutes) for relevant departmental meetings
- To administratively support internal/external audit and research and arrange multidisciplinary teaching programmes.
- Managing incoming telephone calls, using judgement to establish validity/priority of contact. In addition, request clinical information/investigation results from GP surgeries and other Trusts as required by consultant/team/ward.
- Deal with distressed/anxious patients/relatives, and complaints, in a sympathetic and professional manner either via telephone or face-to-face, offering appropriate reassurance and guidance, ensuring clear lines of communication and escalation where necessary
- Cascade information provided by the consultant, i.e. study leave/annual leave/professional leave to relevant staff to ensure all clinical commitments are covered or cancelled.
- Order stationery for the office as appropriate

## ▪ Extra Factual Information

- As this is a generic job description local/departmental information or processes may differ from area to area.

# Person Specification

| Qualifications, Specific Experience & Training  | Essential                           | Desirable                           | Measure          |
|---|-------------------------------------|-------------------------------------|------------------|
| • AMSPAR Medical Secretarial Diploma or equivalent experience                               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form |
| • RSA III word processing or equivalent   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form |
| • Experience of Audio-typing.   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form |
| • Experience of using own initiative and prioritising workload, using organisational skills | <input type="checkbox"/>            | <input type="checkbox"/>            | Application Form |
| Previous administrative experience working with in the NHS or medical environment           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form |
| Experience of supervising more junior staff   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Application Form |

| Knowledge and Skills  | Essential                           | Desirable                           | Measure                        |
|---|-------------------------------------|-------------------------------------|--------------------------------|
| • Excellent IT skills including use of Microsoft Office                             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| • Excellent time management/ organisational skills                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| • Awareness of Trust guidelines regarding complaints, confidentiality etc.          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| • Awareness of relevant NHS/departmental targets for example 18 week RTT and cancer | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| • Experience of using CERNER or relevant patient database                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Application Form and Interview |

| Personal Attributes  | Essential                           | Desirable                | Measure                        |
|--|-------------------------------------|--------------------------|--------------------------------|
| • Ability to deal with sensitive issues with tact and diplomacy. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application Form and Interview |
| • Polite, conscientious, courteous and of smart appearance.      | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application Form and Interview |

| Personal Attributes   | Essential                           | Desirable                           | Measure                        |
|---|-------------------------------------|-------------------------------------|--------------------------------|
| <ul style="list-style-type: none"> <li>• Able to recognise and escalate issues out of scope of role</li> </ul>    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| <ul style="list-style-type: none"> <li>• Ability to exercise independent judgement when problems arise</li> </ul> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Application Form and Interview |
| <ul style="list-style-type: none"> <li>• Ability to remain calm when working under pressure.</li> </ul>           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Application Form and Interview |
| Ability to communicate in a professional manner with patients, relatives, Trust staff and other departments.      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Application Form and Interview |
| Ability to work independently or as part of a team – self-motivated.  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Application Form and Interview |

## Organisation Chart

