

Job Description

Job Title:	Medical Secretary
Band:	4
Locality:	Fylde
Service:	Community Mental Health Team (AMH)
Base:	Mountcroft Resource Centre
AfC Ref:	4171
Hours of work:	18.75 Wed afternoon, Thurs and Friday all day.

Reporting Arrangements:

Managerially accountable to: Lead Medical Secretary, Older/ Adult Mental Health
Professionally accountable to: Secretarial support to medical workforce

Job Summary

The post holder will manage the office administration of the Consultant and other medical staff within the team, providing an efficient and effective secretarial service to support medical staff in maintaining a safe, efficient and effective clinical service.

The post holder will be expected to organise their own time and manage and prioritise their own workload, ensuring urgent matters are dealt with efficiently and that record keeping is accurate and complete. The post holder will be expected to utilise good communication skills to liaise effectively with colleagues and external agencies as required.

The post requires excellent organisational skills including medical audio-typing and live typing if requested by the Consultant eg Best Interest Meetings, or Professionals Meetings. The post holder will utilise a range of technical skills including word-processing, email and computerised diary systems, and employ a range of electronic systems relating to clinical records.

The confidential nature of all work must be understood and safeguarded. The post holder will be expected to cover for absent colleagues as necessary for short periods of time such as annual leave and short-term sickness.

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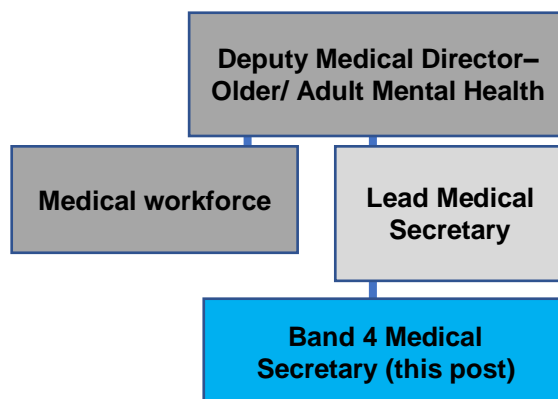
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Key Relationships

- Consultant and other medical staff within Older/ Adult Mental Health Services.
- Medical Secretaries working within Older/ Adult Mental Health Services in the locality
- Multi-disciplinary professionals and administrative support staff within the Older/ Adult Mental Health teams in the locality.

Department Chart



Key Responsibilities

Communication and Relationship Skills

Provide the first point of contact for written, telephone and face to face enquiries on behalf of the Consultants and other doctors within the team.

Deal sympathetically and tactfully with difficult and distressed patients and their relatives providing reassurance, help and non-clinical advice as appropriate.

Take responsibility for information, messages and enquiries for the Consultant and other doctors from multi-disciplinary team members, other health professionals and staff within and outside the Trust including GPs, Social Workers and other external agencies.



Maintain good working relationships with all team members and team administrative staff.

Analytical and Judgement Skills

Use judgement to establish the validity and priority of enquiries, both internally from colleagues and externally from a variety of sources (as above), on behalf of the Consultant and other doctors within the team.

Planning and Organisational Skills

Plan, manage and prioritise own time.

Manage the Consultant's and other doctors' diaries including:

- Arranging patient assessments ensuring efficient use of clinical sessions; offering of timely appointments taking into account clinical need as determined by clinical staff
- arrange appropriate time in diary for Consultant supervision sessions
- arrange attendance at mandatory training sessions
- arrange other diary appointments as required
- note planned attendance of medical students and liaise with Medical Education staff as required.

Take part in monitoring compliance against local standards and processes.

Booking all clinic appointments, preparing clinic lists for outpatients and ensuring follow up appointments are made, oversee outpatient clinics.

Patient and Client Care

Liaise with multidisciplinary staff within the service regarding requests for appointments, case discussions and any other aspects of clinical care as required.

To convey clinical/medical information at the request of the Consultant to clients, medical, nursing, pharmacy or other healthcare staff when instructed.

Always showing sensitivity and confidentiality when communicating with patients and their relatives. Frequently being the first point of contact in service when in crisis.

Deal with complaints that may arise in line with Trust policies and through supervision from your Line Manager.



Responsibility for Policy and Service Development

Ensure appropriate policies and procedures are implemented including relating to data protection and Caldicott Guidelines.

Responsibility for Finance

To make necessary travel and accommodation arrangements for Consultant training courses and conference events.

Keep adequate records to support appropriate claims for mileage submitted by the Consultant and other medical staff.

To maintain a safe office environment in accordance with Health and Safety policy and procedure which includes arranging for the repair or maintenance of office equipment as necessary.

To maintain/order office necessities for the Consultant and his/her medical team members e.g., X-ray cards, annual leave forms, travelling expenses, cognitive testing forms, batteries for Dictaphones and pagers.

Responsibility for Human Resources

To give support in the induction and supervision of new staff within the secretarial team.

To be responsible for allocating work to secretarial support or relief staff and supervising them appropriately to meet the needs of the service.

To participate with the Trust staff appraisal process and undertake all mandatory training as required by the Trust.

To attend and participate in staff meetings and provide ad hoc cover within the office as part of the medical secretary team.

To inform the Consultant of any planned leave for all medical staff within his/her team and the impact of this in terms of cover and clinic appointments and manage this as directed by the Consultant. Manage calendar of medical staff cover.

To adhere to the Lone Worker policy being aware of the whereabouts and timescale of the Consultant's and Specialist Registrars home visits.



Support the Consultant and other medical staff in applying for annual and study leave.

Responsibility for Information Resources

Accurately transcribe complex correspondence from patient assessments (where appropriate) and clinical reports by touch typing from audio digital dictation and live typing as required, using knowledge of medical terminology and obtaining supplementary information as required e.g. GP summaries, hospital records, and investigation reports. Live typing as requested by the Consultant/Line Manager.

Use electronic clinical records systems on a daily basis to record contacts, appointments and clinical investigations. Upload clinical letters and other clinical information to clinical records on a timely basis to ensure good record keeping.

Ensure the Consultant and other doctors are informed of results of investigations, chasing up outstanding results where necessary, and ensure all results are promptly scanned to the patients' electronic records after being reviewed.

Maintain an effective electronic filing systems for all general correspondence including confidential material relating to the Consultant and their team.

Ensure accurate record keeping at all times, cross-checking clinical systems and updating records as required, ensuring good practice.

To ensure NHS Key Performance indicators are adhered to in respect of arrangements, e.g. new patient appointments, follow up appointments, clinic letters and referrals, which are reported to the Trust Board.

To arrange for medical and other records from separate organisations to be obtained for the Consultant when required.

Facilitate and minute Consultant led meetings as and when required, for example complex case discussions, Professionals meetings and best interest meetings.

Maintain office systems e.g. prescription records (where applicable), and any other secretarial duties as required e.g. travel claims, maintenance of annual leave records etc.

Prepare and update spreadsheets as required.

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Other general secretarial duties such as use of fax machine, photocopier, scanner, preparation of post to be carried out confidentially and routinely. Maintenance of an effective filing system, both paper and electronic, as appropriate.

Research and Development

Support a learning environment within the department including learning from untoward incidents and complaints.

To participate in audits as requested by the Consultant and support other medical team members in designing forms, preparing presentations including Power Point for educational meetings.

For the purposes of efficiency and personal development the post holder is required to undertake any training deemed necessary by either the Manager and/or themselves (subject to authorization) and also assist in promoting a learning environment within the Department.

Freedom to Act

The post holder will be expected to carry out their duties with minimal supervision, organising and prioritising their own workload.

To provide a full and confidential secretarial service to support the Consultant and his/her medical team i.e. Junior Doctors and Specialist Registrars without direct supervision. In addition highly confidential information concerning senior professional staff requires active management.

To exercise independent judgement and initiative within pre-agreed boundaries with the Consultant in screening and prioritising correspondence and cases, etc. for their attention. This requires the post holder to be sensitive to the individual characteristics of clients or requests in terms of individual need.

To exercise judgement and take appropriate action within pre-agreed boundaries with the Consultant in resolving queries, problems or complaints as close to source as possible as a point of first contact for clients, carers and members of the multi-disciplinary team on behalf of the Consultant.

To interpret information from dictated discharge letters, for example to ensure that follow-up appointments are made as indicated in the discharge letter. To take the initiative to prepare routine letters/memos for the Consultant to sign.

To decide which information (both clinical and non clinical) needs to be brought to the Consultant's attention as a matter of urgency and the nature of his/her work that should be disturbed in order to do so within pre-agreed boundaries.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Postholder's Signature: _____

Director of Human Resources: _____

Date:

Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	Good level of general education including Mathematics and English at GCSE Grade 4 or above, or equivalent.		Application
	NVQ Level 4 in Business and Admin or equivalent experience.		Application Interview
	OCR level III or equivalent word processing experience		

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Knowledge	<p>Understanding of GDPR</p> <p>Specialist knowledge of a range of secretarial procedures</p>	<p>Medical terminology</p> <p>Knowledge of NHS systems</p>	Application & Interview
Experience	<p>Work in an office environment</p> <p>Experience of working with distressed patients</p> <p>Working as part of a team</p> <p>Secretary experience</p>	<p>NHS work experience</p> <p>Medical Secretary experience</p>	Application
Skills and Abilities	<p>Ability to communicate effectively with colleagues within the multi-disciplinary team, other medical secretaries and service users.</p> <p>Ability to use Microsoft applications and other IT systems as required</p> <p>Ability to work on own initiative without direct supervision and manage and prioritise workload.</p> <p>Ability to cope under pressure.</p> <p>Experience of digital audio typing.</p>	<p>Ability to communicate with a wide range of professionals.</p> <p>Experience of live typing.</p>	Application & Interview
Work Related Circumstances	<p>Willingness to undertake standard DBS clearance.</p> <p>Willing and able to visit different bases across the locality as necessary.</p> <p>Professional and smart appearance.</p>		<p>Application</p> <p>Application</p> <p>Interview</p>

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EFFORT FACTORS

PHYSICAL EFFORT What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Some limited travelling may be required to other bases in the locality.	Less than once per month	Part-day away from base	Low – paperwork	None required
Ability to move freely around the office environment.	Several times a day		None	None required

Is the job holder expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Yes – sit at a desk	Daily	7+ hours a day	Computer work – touch typing and use of computer mouse.

MENTAL EFFORT Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Audio typing of complex clinical letters and reports	Daily	c. 2 hours per day
Ability to undertake tasks during periods of interruption with an ability to multitask.	Daily	c. 2 hours per day
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
N/A		

EMOTIONAL EFFORT Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
The post holder may receive telephone calls from service users or their families/carers who are in emotional and distressed states of mind		Unpredictable

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WORKING CONDITIONS Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
No	N/A

Our Values & Behaviours

The values and behaviours represent what we as an organisation, and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with, and reinforces, these values:

Values	Behaviors we expect
<i>We are always learning</i>	<ul style="list-style-type: none"> ✓ We seek our opportunities to learn so we are supported to reach our potential ✓ We set high standards and are open to change and improvement ✓ We value appraisals, supervision and learning opportunities ✓ We speak up if we are concerned about safety and focus on opportunities to improve
<i>We are respectful</i>	<ul style="list-style-type: none"> ✓ We are open and honest, ensuring people receive information in ways they can understand ✓ We seek, value and support diverse perspectives, views and experiences ✓ We put service users and carers at the heart of everything we do, proactively seeking feedback ✓ We take pride in our work and take responsibility for our actions
<i>We are kind</i>	<ul style="list-style-type: none"> ✓ We are approachable and show compassion ✓ We actively listen to what people need and proactively offer our support ✓ We pay attention to our own wellbeing and the wellbeing of others ✓ We celebrate success and provide feedback that is sincere and genuine
<i>We are a team</i>	<ul style="list-style-type: none"> ✓ We take personal and team accountability to deliver the highest standards of care ✓ We work in active partnership with service users and carers ✓ We actively build trusting relationships and take time to celebrate success ✓ We work in collaboration with our partners to enable joined up care

Special Conditions:

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.



- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire & South Cumbria NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire & South Cumbria NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding

Children's Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
- The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."
- The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

Promoting Equality and Reducing Inequalities

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

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- To uphold the Trust's commitment to health and wellbeing



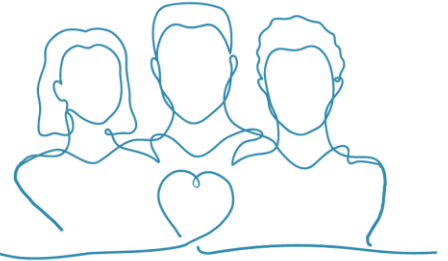
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