

Job Description

Role Title: Medical Secretary – Head and Neck

Band: 4

Contract: Fixed Term 12 months

Responsible to: Administration Manager

Accountable to: Operational and Performance Manager

Location: UHCW

Key working relationships:

Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g., zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

Job Summary

To provide a specialised, comprehensive and confidential patient centred clinical administration and secretarial service to Consultants and their teams in accordance with Departmental, Trust and National standards, policies and procedures. To act as a source of advice and guidance regarding the specialism

Main Duties

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Leanfor Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a pre requisite for this post.

1. Responsible for the booking of TWW/Cancer appointments and surgery for Head and Neck Consultants.
2. To act as a senior point of contact to ensure all enquiries are effectively managed and successfully resolved within a prompt timescale, ensuring all relevant personnel are informed as necessary and an appropriate record is maintained.
3. To ensure, wherever possible, that all clinical documentation is up-to-date, in an orderly fashion and available whenever clinical decisions are being made, reporting exceptional circumstances where necessary. This will require: effective collaboration with all relevant personnel to maintain an efficient administrative system; prompt transcription, manipulation and distribution of appropriate correspondence.
4. To ensure the effective organisation of all patients under the care of the consultant and his/her team in accordance with Local and National policy and targets. This will require effective collaboration with: the Booking Centre and Patient Access team to ensure the waiting list is up-to-date and accurate at all times; Outpatient Access team and General Managers to monitor the utilisation and effectiveness of outpatient clinics, ensuring that established Patient Access Policy and procedures are adhered to; Theatre, Diagnostic and Ward teams to ensure that the elective care pathway for all patients is seamless and sensitive to their needs
5. To maintain an efficient office management system/procedures to enable the consultant and his/her team to optimise their patient care services. This will require: effective management of the consultant's time, managing schedules and leave arrangements ensuring appropriate and timely communications with all relevant personnel, arranging meetings/events, composing and transcribing minutes proactively ensuring action points are raised and completed, preparation of correspondence and reports; effective management of the consultant's office by establishing and maintaining efficient manual and electronic correspondence and documentation management systems; ensuring office

equipment and stationery levels are maintained, processing orders as required and tracking patients through their pathway from initial referral to discharge.

6. To support team members. This will require: demonstrating and explaining Departmental practices and procedures; undertaking appropriate training and development with new and existing staff ensuring high standards of practice are maintained at all times; providing cross-cover on a reciprocal basis in the absence of colleagues and providing day to day supervision where required.
7. Provide oversight to the Support Secretaries for associated administrative activities, such as patient bookings, appropriate documentation and typing, with local training.
8. Use of hospital systems, including IPM, CRRS, Opera, Mmodal and from June 2024, EPR, to effectively manage workload and RTT patient pathways.
9. Liaise with patients over the phone for clinics, theatre bookings and general queries, providing feedback to Consultants and Admin Manager team for any urgent matters. Ensuring clear lines communication and correspondence in line with Trust policies and procedures.
10. Responding to patient complaints and providing follow-up actions for any outcomes required to the PALS team and senior management.
11. Will provide a key function in the booking of Outpatients follow-up appointments and short notice theatres, tracking the patient through the processes as part of managing their Consultant's Waiting List.
12. Responsibility for typing of routine and urgent letters where appropriate, linking in with clinicians for any queries and for following up on verification.
13. Complete Trust Mandatory Training and keep up-to-date for all modules.
14. Attend regular 1:1 meetings with Admin Manager for discussion over work activities, forward planning, training needs and opportunities, as well as welfare checks

Key Result Areas and Performance

- Ensuring cancer timeframes/targets are maintained.
- Ensuring clinics and theatres are fully utilised to 100%.

Person Specification

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Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

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Criteria	Essential Criteria	Desirable Level
Qualification /Training	<ul style="list-style-type: none"> • ECDL or equivalent experience • NVQ3 in Administration or equivalent • Key Skills Level 2 in literacy or equivalent 	
Experience	<ul style="list-style-type: none"> • Experience at Secretary level or Trainee Secretary level • Decision making and resolving complex work related issues. 	<ul style="list-style-type: none"> • Experience in a customer facing role. • Cancer pathway experience
Knowledge	<ul style="list-style-type: none"> • Thorough working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel • Excellent understanding of general office working procedures 	<ul style="list-style-type: none"> • Awareness of current issues within the NHS
Skills & Abilities	<ul style="list-style-type: none"> • Excellent organisational skills • Good presentation skills • Able to supervise support staff on a daily basis. • Sound decision making skills. • Excellent level of verbal and written communication. • Able to demonstrate good persuasion and influencing skills. • Able to use judgement and initiative to provide information and support. • Able to apply tact and sensitivity to establish trust and confidence. • Empathetic approach to managing and resolving enquiries. • Able to manage difficult and distressing situations effectively. • Able to analyse problems and initiate appropriate solution effectively. • Able to compose and transcribe minutes, correspondence and reports. 	

Personal Qualities	<ul style="list-style-type: none"> • Able to work using own initiative. • Able to work as part of a team. • Able to collaborate with others. • Able to autonomously prioritise and plan workload to meet deadline, often in a pressurised environment. • Excellent attention to detail and accuracy • Able to recognise and resolve complex issues, referring where appropriate. • Positive and flexible approach to work • Understands limits of own responsibilities. 	
Commitment to Trust Values and Behaviours	<p>Must be able to demonstrate behaviours consistent with the Trust's values.</p> <p>(As detailed in UHCW's <i>Values in Action</i> document below)</p> <p>Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience</p>	

Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff, and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors, and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26-week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

Our values in action

We live our values in action in our work with patients, visitors, and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring, and helpful at all times.
- ✓ Communicating with patients, visitors, and colleagues, respecting confidentiality, and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience, and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up to date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things.
- ✓ Taking opportunities to learn with and from others.
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors, and colleagues.

