**Job Description**

**Our vision: To support our local communities by excelling in everything we do together.**

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| **Job Title:** | Medical Secretary |
| Band: | **Band 4** |
| Locality: | **Specialist** |
| Service: | **Perinatal** |
| **Base:** | **Leyland House, Leyland** |
| AfC Ref: | **457** |
| Hours of work: |  |

Reporting Arrangements:

Managerially accountable to: Admin Services Manager

Professionally accountable to: Consultant Psychiatrist.

## Job Summary

The Secretary is a key member of the Specialist Perinatal Team. He/she will assist in the provision of effective and efficient services to clients by providing a comprehensive professional secretarial and administrative service to a team of multiple disciplines, liaising effectively wherever necessary with other team members and external agencies. The interests of the client are paramount.

In order to carry out the duties to a professional standard, the Secretary will be expected to utilise a range of technical skills which may include word processing, use of email and other IT skills, audio tape transcription and medical/pharmacological terminology. He/she will also be expected to employ highly effective interpersonal and communication skills and will be required to work frequently without direct supervision. The confidential nature of all work concerning patients must be understood and safeguarded and the particular sensitivities to mental health issues respected.

The post holder will be required to cover for absent colleagues when and where necessary for short periods of time such as annual leave and short-term sickness.

## Key Relationships

*Consultant Psychiatrists*

*Managers – clinical and non-clinical Social Workers*

*Psychologists*

*Mental Health Law team Admin colleagues Commissioners*

*Ministry of Justice*

*GP’s*

*Local Care Co-ordinators Private Hospitals*

*NHS Hospitals*

**Department Chart**

Head of Operations

Care Group Manager

Admin Services Manager

Medical Secretary

Administrator

**Key Responsibilities**

**Communication and Relationship Skills**

• To collect, open and sort the MDT’s post ensuring items are in order of priority and that all urgent matters are brought immediately to the MDT’s attention. Dealing with routine post prior to discussion with the MDT.

• To type and distribute the on-call rota for the MDT as requested.

• Confidential and courteous telephone liaison with clients, carers, relatives, other hospitals, Home Office, prisons, Crown Court Officials, Magistrates’ Court Officials, solicitors, health purchasers, secure unit staff, referring agencies and multi-disciplinary teams as necessary. Handling and resolving queries wherever and whenever possible.

• Answering distressing telephone calls and occasional face-to-face contact with emotional clients/carers.

• Provide information and advice to courts, solicitors, Home Office, commissioning team, relatives and local services about admissions and appointments, always maintaining patient confidentiality.

• Fill cancellation slots with other patients; ensure notes are ready for clinics.

• To provide effective communication when dealing with patients via the telephone to obtain accurate and specific information to enable the MDT to act on the information given. Patients with mental illness, suicidal ideations and depression require considerate and tactful interactions.

**Knowledge, Training and Experience**

• RSA III typing and work processing skills or equivalent.

• Typing confidential letters, reports, memos, discharge summaries, references etc., often of a very distressing nature, required for the MDT’s clinical and non-clinical work within designated time limits. A high standard of accuracy and presentation is required. Typing will mainly be done from audiotape but may also be from handwritten material or dictation. A good sound knowledge of Microsoft programming is needed along with an understanding of medical terms, pharmacological terms and legal terminology (especially the Mental Health Act 1983). Inputting the information onto the referrals database as required.

• The post holder will have an understanding of routine work procedures which may require job training and induction, knowledge of patient database systems (computerised), knowledge of hospital departments and procedures.

• Display an advanced understanding of secretarial duties in order to contribute to the appraisal of Specialist Registrars for formal assessment of their progress (RITA). Additionally, at the request of the Consultant, contribute to his/her 360° assessment displaying an understanding of the Consultant’s workload and time management.

**Analytical and Judgement Skills**

• The post holder will have the advanced skills necessary to make decisions and judgements concerning information received in order to prioritise and refer on/take appropriate action.

• Exercise judgement when dealing with patient enquiries, analyse and resolve queries from solicitors involving patients and clients, making sure that patient confidentiality is adhered to all time.

• To use own judgement in liaising with Crown and Magistrates Courts to coordinate necessary court case adjournments, ensuring that the MDT have sufficient extensions in order to prepare the necessary court reports.

• To maintain a log of referrals to the MDT, adhering to specific timescales and noting the need for and arrangement of multi-disciplinary assessments.

**Planning and Organisational Skills**

* To coordinate and manage the MDT’s diary, liaising with individuals within and outside of the Trust as necessary to arrange appointments, supervision and meetings; both clinical and non-clinical. Preparation of agendas and any other meeting documentation in advance and ensure that the MDT has all relevant papers prior to the meetings taking place. Attendance and minute taking at meetings if necessary e.g. MDT meetings, post-incident reviews, ward rounds etc.
* Managing and arranging outpatient clinics, despatching appointment letters, entering details in the MDT’s diary, arranging follow-up appointments or referrals and ensuring clinical notes are available prior to clinic. Any other duties necessary to ensure the administrative support for the clinic.
* Liaison with the Mental Health Act Administrator regarding supporting the MDT’s duties in respect of compliance with the Mental Health Act legislation and Care Programme Approach by maintaining a list of assessments to be carried out, arranging assessments, liaising with the referring agency and with multi-disciplinary teams if required for the assessment. Handling a list of reports to be completed and liaising with all the necessary agencies.
* Arrange domiciliary visits at the request of the MDT ensuring effective liaison with the client.
* Must be able to plan and organise own time effectively and manage own workloads. You will be required to act independently and as part of a team.
* Prepare papers for the MDT ward rounds, CPA meetings and post-incident reviews.
* To be responsible for ensuring each patient has a follow up appointment in conjunction with their care package and continuity of care and book these accordingly.
* Plan and organise medical staff’s travel arrangements and conference events.

**Patient and Client Care**

• Reassure patients who are worried/talking to suicidal psychiatric patients and their families showing empathy and diplomacy.

• Communicate with wards to organise admissions in accordance with the MDT.

• To convey clinical/medical information at the request of the MDT to clients, relatives, medical, nursing, pharmacological, psychological and occupational therapy staff when instructed.

• To liaise effectively with Community Psychiatric Nurses to arrange the transportation of clients to community clinics where necessary and for community clients to receive community medication prescriptions.

**Responsibility for Policy and Service Development**

• Implement secretarial and administrative policies for the department and propose changes when appropriate.

• To collate and compile information at the MDT’s request in response to complaints, complying with deadlines set by local and national policy.

• To adhere to Trust policies and procedures concerning Data Protection, Health and Safety, Moving and Handling and ensure attendance at annual mandatory training course. Undertake such duties as shall be assigned in respect of fire precautions/fire prevention.

• Ensure confidentiality of all client healthcare records is strictly followed at all times in the handling and processing of information.

**Responsibility for Finance**

• The post holder will confidently handle petty cash and banking remittances.

• Maintains a safe and secure office according to health and safety regulations including arranging for repair/maintenance of office equipment as required.

• The post holder will maintain stationery stock and office equipment and purchase such items.

• Arrange with caterers for lunches, refreshments etc. in line with the MDT’s requirements for meetings/training events.

**Responsibility for Human Resources**

• To provide support in the induction and continuous support for new starters and junior secretaries.

• Direct line management to administration staff at lower grade, conducting PDR’s, Return To Work Meetings, Supervision, Performance Management and inducting new starters. It is essential to promote professional behaviour and image at all times.

• To take part in the Continuing Professional Development process by participating in staff appraisal and through attending all mandatory training.

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

• Inform the Human Resources Department of absences due to sickness and/or leave in relation to the MDT and his/her team, together with date of return. Also informing the MDT of any planned leave for all staff within their team and ensuring adequate cover is available for ward rounds, unit on call rota etc.

**Responsibility for Information Resources**

• General office duties including dealing with incoming and outgoing telephone calls, emails and written correspondence, filing, faxes and photocopying.

• To use clinical information systems including forensic referrals database and National Care Records System.

• To file and maintain patients’ records within a logical and easily accessible format.

• Maintain an effective filing system for all general correspondence including personal material relating to the MDT.

• To maintain case note tracer system both written or electronic for notes being dispatched to other medical health professionals.

• To deliver or retrieve medical records from the Medical Records Archive, or within transport boxes to and from specified areas within the hospital according to agreed timescales.

• To arrange for medical notes, full sets of court papers etc. to be obtained from other medical establishments, courts, Crown Prosecution Service and solicitors for the MDT whenever necessary.

**Research and Development**

• To participate in audits as requested by the MDT and support other medical team members in designing questionnaires and preparing presentations for academic sessions.

• Undertakes surveys or audits as required in own work as deemed necessary by the post holder to improve efficacy.

• May occasionally participate in R & D, clinical trials or equipment testing.

• For purposes of efficiency and personal development, the post holder is required to undertake any training deemed necessary by either the manager and/or the post holder (subject to authorisation) and also assist in promoting a learning environment within the department.

**Freedom to Act**

• To provide a full and confidential secretarial service to support the MDT without direct supervision, using own initiative.

• To exercise independent judgement and initiative within pre-agreed boundaries with the MDT in screening and prioritising correspondence and cases etc. for their attention. This requires the post holder to be sensitive to the individual characteristic of clients or requests in terms of individual need. The post holder should also make independent decisions regarding urgent items for the MDT’s attention and the nature of their work that should be disturbed in order to do so (within pre-defined boundaries).

• To exercise independent judgement and take appropriate action within pre-agreed boundaries with the MDT 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 MDT.

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.

**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 Care 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 Care 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 LCFT 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."

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.

**Person Specification**

**Our vision: high quality care, in the right place, at the right time, every time.**

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| **Description** | **Essential** | **Desirable** | **Assessment** |
| Education/ Qualifications | * Educated to Diploma level or equivalent * English & Maths qualification at GCSE level * RSA III or equivalent word processing   Computer skills – Microsoft Office applications (Word, Excel, PowerPoint and Access) | * RSA level III audio typing skills * Possession of / working towards AMSPAR * ECDL |  |
| Knowledge | * An understanding and appreciation of confidentiality   Awareness of the importance of the legal processes | * Awareness of Mental Health Act 1983 |  |
| Experience | * Previous experience of working as a medical secretary * Minute taking | * Previous Mental Health secretarial experience * Previous experience of working in a forensic setting * Previous experience of working with people with mental health needs   Short hand / speed writing |  |
| Personal | * Professionalism * Self-motivated and willingness to be flexible * Adaptable * Courteous and diplomatic * Resourceful * Able to work along and with others as part of a team * Ability to cope with pressure and deadlines, remaining calm and pleasant * Ability to use tact and sensitivity * Ability to act confidently and assertively * Empathy for people with mental health needs   Effective interpersonal skills | Ability to travel to meet the requirements of the role |  |
| Other | * Advanced communication and organisational skills * Competent clerical skills * Ability to work in a multi-disciplinary environment * Ability to work without direct supervision on own initiative * Ability to interface with the judiciary by telephone and correspondence   Ability to process and manager information relating to distressing and traumatic events |  |  |

**EFFORT FACTORS**

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| **PHYSICAL EFFORT**  What physical effort is required for the job? | How often? | For how long? | What weight is involved? | Any mechanical aids? |
| Light physical effort is necessary such as moving and retrieving files/boxes over short distances. | Daily | Minimal | 5 reams boxed paper | No |

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| Is the job holders expected to sit / stand in a restricted position? | How often? | For how long? | What activity is involved? |
| Yes | Daily | 7.5hrs per day | Typing / desk work / minute taking |

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| **MENTAL EFFORT**  Are there any duties requiring particular concentration? – Please detail. | How often? | For how long? |
| Accurate audio typing skills at speed are essential, displaying coordination of typing and concentration skills to ensure that dialogue therein is appropriately transcribed.  Word process and input data for a substantial proportion of working time within a busy office environment  Minute taking; listening skills within an MDT setting | Daily  Daily  TBC | 4hrs  3.5hrs |
| Are there any duties of an unpredictable nature? – Please detail. | How often? | For how long? |
| Service Users may become distressed or angry during ward round; may be subject to verbal abuse |  |  |

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| **EMOTIONAL EFFORT**  Does the job involve dealing with any distressing or emotional circumstances? – Please detail. | Direct / Indirect exposure | | How often? |
| Typing and processing information that may be emotionally disturbing due to working within a mental health service, being privy to sensitive history of the service user  Communicate with patients in a polite, empathic and reassuring manner when dealing with calls and clients presenting at the service. This may include communication of a distressing nature, some of which may be abusive. | Indirect  Direct | | Daily / weekly  Daily / weekly |
| **WORKING CONDITIONS**  Does the job involve exposure to unpleasant working conditions? – Please detail. | | How often? | | |
| Office environment can be hot in summer / cold in winter | | Seasonal | | |

**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:

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| *Values* | Behaviors we expect |
| *We are always learning* | * 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 |
| *We are respectful* | * 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 |
| *We are kind* | * 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 |
| *We are a team* | * 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.
* To uphold the Trust’s commitment to health and wellbeing

