

Job Description

1. JOB DETAILS

Job title: Team Secretary

Accountable to:

Managerially: Administration Manager for the Emergency Care and Medicine

Professionally: Service Manager

Location: Cumberland Infirmary, Carlisle

2. JOB SUMMARY

All staff are expected to work to the Trust Values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

Act as the focal point of communication for the Consultants and their team, confidentiality being the key issue at all times. Provide a high standard of secretarial and administrative support to the consultants, medical staff and their team, interacting with other departments, patients and GPs. Assist in the organisation of the consultants' workload and ensure effective use of manpower and resources to assist in the smooth running of the department.

3. ROLE OF DEPARTMENT

Medical Secretaries are appointed to the site and may be assigned to any department.

4. ORGANISATIONAL CHART

Service Manager

Administration Manager

<p>Medical Secretary</p> <p>Team Secretary</p> <p>Administration Support</p> <p>Clerk / typist</p>
<p>5. KEY WORKING RELATIONSHIPS</p> <p>Nursing staff. Theatre staff. Administration staff. Consultants and other medical staff. Medical records staff. Other medical secretaries. Patients. General Practitioners. Staff at other hospitals. Pathology department. Radiology department. Ambulance liaison. Medical representatives. Clinical coding. Clinical audit. Hospital pharmacy and external pharmacists. Trust management and their clerical staff. Local authorities. Social services. Police.</p>
<p>6. DUTIES AND RESPONSIBILITIES OF THE POST</p> <p>Administration</p> <ul style="list-style-type: none"> • Provide a full secretarial/administration service including audio/digital typing, filing and electronic filing systems, photocopying and scanning. • Type clinics, discharge summaries and other internal and external correspondence, on behalf of the clinical teams, ensuring all documentation is correct. • Open and action consultant's correspondence and respond accordingly. • Maintain the consultant's diary and arrange appointments and meetings, coordinating non-clinical meetings to fit in with clinical commitments. Informing others of clinicians availability • Ensure all theatre lists are used to capacity. Compile theatre lists effectively to avoid wasted theatre / consultant time and cancellations. Select from waiting list replacement patient for any theatre slot that becomes available due to short notice cancellation. • Prepare admission lists, contacting patients and other relevant parties.

Arrange transport for patients where appropriate.

- Monitor and update suspension waiting list information and keep appropriate staff informed of any changes.
- Input information onto patient information systems, ensuring accurate data input into all computerised systems.
- Input information onto the computerised theatre system to ensure theatre is prepared for the correct procedure. Produce and distribute theatre lists.
- Collate and file all patient documentation, letters and test results, appropriately in accordance with Trust requirements. Ensure no delay of high priority reports.
- Deal with case notes appropriately, sending to the correct department when required, ensuring they reach clinics and wards on time, and updating their location in PAS.
- Ensure the prompt return of all tests and reports required in support of consultant correspondence and expedite with relevant departments as necessary. Ensure all results are checked and initialled by a member of the medical staff.
- Complete and submit official forms to the Department of Health as required for relevant treatments.
- Type presentations and input to databases using different software applications.
- Deal with requests / queries from contact centre outpatient department regarding outpatient clinic bookings.
- Compose letters as required in the absence of the medical secretary.
- Provide first point of contact for patients, relatives, GPs, hospital staff and other professional bodies for all enquiries on behalf of the consultants and their team in the absence of the medical secretary.
- Manage the consultant's waiting list in the absence of the medical secretary, being aware of specified time frames, patient requirements and patient requests. Ensure patients are selected in order of priority and according to Trust policy.
- Monitor and record RTT outcomes which may affect the clock 'start' and 'stop' times of a patient's journey in the absence of the medical secretary.
- Inform consultant without delay of all tests / reports marked or notified as urgent whilst covering for the medical secretary.

Education

- Assist in the induction and training of new secretarial staff to the department.
- Undertake continuing professional development, including mandatory and statutory updating, maintaining a portfolio.
- Participate in research, audit and surveys as required.

7. WORK SETTING AND REVIEW

Work to objectives as set by the lead secretary in liaison with the consultant. The lead secretary will review performance and undertake appraisal.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English language (minimum C grade) or equivalent. RSA 2 word processing or equivalent. 	<ul style="list-style-type: none"> RSA 3 word processing or equivalent. NVQ 3 in administration or equivalent.
Experience	<ul style="list-style-type: none"> Operating word processing and computer packages. Audio typing / word processing. 	<ul style="list-style-type: none"> Secretarial duties. Medical audio typing / word processing.
Knowledge	<ul style="list-style-type: none"> Computer literate. Requirements of the Data Protection Act, Freedom of Information Act, Access to Health Records and Defensible Documentation, Health and Safety and their application in the workplace. Equality issues 	<ul style="list-style-type: none"> Medical terminology. Microsoft Office. PAS.
Skills and Aptitudes	<ul style="list-style-type: none"> Effective communication and interpersonal skills. Able to analyse complex facts or situations. Able to use initiative appropriately within team environment. Able to work without supervision. Ability to organise and prioritise workload. Able to work to deadlines. 	
Personal Circumstances	<ul style="list-style-type: none"> Enthusiasm. 	
Other requirements	<ul style="list-style-type: none"> Willing to develop further relevant skills. 	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.