



Job Description

Job Title: Medical Support Secretary	Band: 3	Post No:
---	----------------	-----------------

Accountable to: Service Manager
Responsible to: Paediatric Administration Manager
Key Relationships with:- Community & Acute clinical staff and other support service departments. Tertiary hospitals and other providers

Job Summary

Consistent provision of comprehensive and efficient secretarial and administrative support. To utilise and incorporate the required technology/hospital systems including Big Hand/Evolve/Medway and any other new technology or system(s) that are introduced.

To use your own initiative, managing, prioritising, planning and organising own time using extensive knowledge, skills and experience.

To be a 'Team Player' working in a way that encourages high performance from other staff, with the aim of maintaining optimum efficiency within the department. To support other team members to deliver an efficient administrative and secretarial service

Key Responsibilities:

Communication & relationships

- Dealing with incoming telephone calls from parents/relatives/GP/Other tertiary hospitals. Independently dealing with or passing on queries/messages to the clinician using the correct local procedure and form. Logging all relevant telephone contacts on to the Portal system.
- To be able to communicate effectively with the team and other professionals.
- Be aware at all times the importance of maintaining confidentiality of information gained by you during the course of your duties including personal information relating to patients. You must treat all information in a discreet and confidential manner and keep it secure.

Knowledge, training & Experience – Self

- To participate in any training required to meet the needs of the service as advised by your line manager and proactively keep up to date with all mandatory training.
- To prepare and participate in the appraisal process and personal development plan with the Admin Manager.
- Be able to problem solve in difficult situations and assist in providing solutions.
- To support in the development of junior administrative and clerical staff to ensure new team members competencies are developed, sustained and updated to deliver the required administrative and secretarial service in a changing working environment.
- To participate in problem solving when equipment fails, e.g. photocopier/printer failure to ensure that work flow is uninterrupted.
- Assist in developing, maintaining efficient electronic and manual filing systems.
- To ensure mandatory training is up to date.

Analytical & Judgemental Skills

- Check all patient data on hospital systems amend where appropriate with particular attention to patient pathways.
- Once deemed competent by the manager staff would use their knowledge and skills to know when best to manage a situation or pass to a clinician as required.

Planning & Organisational Skills

- In the event of a medical PA being on leave provide secretarial and administrative support to the consultant and their team. Including:-
 - Dealing with patient-related issues and ensuring a system is in place to check outstanding test/results are chased. To bring this to the attention of the clinician or his/her team for immediate action and that results, once signed off by medical staff the patient pathway is completed in a timely manner and the results are filed appropriately in the patients notes.
 - Accept, action and pass on emails, telephone and face to face messages as appropriate.
 - Make appointments for outpatient clinics as required.
- Ensure all clinic letters are typed, authorised, checked omitting all errors and sent out within the Trust standard and timescale.
- To notify the relevant person in a timely manner when supplies are needed.
- On an adhoc basis ensure minutes are taken, typed and distributed, as required.
- To maintain filing systems for all correspondence and documentation as required.

Physical Skills/Effort

- Provide full secretarial support, ensuring that clinic and administrative dictation is completed in line with trust standards
- Opening and processing incoming mail, ensuring that all results are passed to the clinician with the date of the next appointment. Noting if results are urgent and in need of immediate escalation.
- Undertake reasonable physical effort, such as:
 - Receive and transport notes
 - To be able to work at a computer in an open plan office environment and maintain focus.

Responsibility for Patient/Client Care

- To provide flexible, comprehensive and efficient secretarial and administrative service. Processing PTL/E-referrals and other patient pathway related information identifying any deviation from expected planned progress, implementing solutions and escalating as appropriate in a timely manner to expedite the continuing care of patients.
- Give guidance, support and a patient focused empathetic approach to any complaints or concerns raised by families/health professionals and liaise with the Admin Manager when PALS concerns are received to support any investigation.
- Ensure compliance with 18 weeks standard to ensure all key performance indicators for Trust performance including
 - Tracking pathways
 - Monitoring admin contacts
 - Management of waiting lists for sub-specialities
 - Clinic outcomes
 - Slot utilisation

Responsibility for Policy/Service Development

- To actively participate in developing improvements for the service, supporting team members in change process. Incorporate new practices to take account of new technology, demand/capacity tools.

Responsibility for Human Resources

- To support in department new starter induction and training to trust standard.
- To have an understanding of other admin roles within the department and ensure other admin staff are aware of your roll. To be underpinned by a development of an SOP for specific roles. To support other members of the team as required to ensure the smooth running of the office.

Responsibility for Information Resources

- To ensure all data is recorded accurately the first time and in a timely fashion.
- Ensure personal responsibility for keeping up to date in clinical/Microsoft systems appropriate to responsibilities.
- To ensure patient information leaflets are accurate and up to date before sending out.

Responsibility for Research & Development

- Support the clinical team in gathering any data for audit research purposes.

Freedom to Act

- To fulfil job responsibilities, working autonomously and be accountable for your own work.
- Be self-reliant with sufficient knowledge and experience to deal with complex situations and knowing when to escalate to the Admin Manager.

Mental Effort

- Be able to manage multiple tasks, prioritising to ensure completion.
- Concentration and focus on the task at hand in a busy office environment.

Emotional Effort

- Occasionally dealing with patients in a distressed state on the telephone or typing of confidential reports concerning life limiting conditions and the safeguarding of children.

Working Conditions

- Employees have a responsibility to themselves and others in relation to managing risk. Employees will datix any incident as necessary.
- Ensure that access/floor space is kept clear and that fire exits are kept clear; desk space is kept tidy and windows are closed and that the office is made secure. Ensure that workspace is tidy.

General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex NHS Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Any other duties as may be delegated by the clinical staff, admin manager or service manager.



Person Specification

Job Title: Paediatric Medical Support Secretary

Band: 3

Post No:

Criteria	Essential	Desirable	Measure (e.g. Application form/CV/interview)
Experience	<ul style="list-style-type: none"> Proven experience of working in a similar role Band 2 or equivalent Experience of developing systems and procedures Experience of using a digital audio transcription device Use of Microsoft packages, including Word, Excel and Outlook 	<ul style="list-style-type: none"> Practical experience of working in a clinical support role Experience of using the Portal System Experience of Medical terminology 	
Qualifications	<ul style="list-style-type: none"> 3 GCSEs or equivalent at A to C Grade to include maths and English Training in Business Administrations NVQ Level 3, RSA or equivalent 	<ul style="list-style-type: none"> AMSPAR or equivalent 	
Knowledge	<ul style="list-style-type: none"> General Secretarial Knowledge General Administration Knowledge 	<ul style="list-style-type: none"> Big Hand or similar digital dictation system NHS experience in a similar role Portal/CRIS 18 week pathway/PTL/RTT 	
Personal Skills	<ul style="list-style-type: none"> To be a fast and accurate typist and be able to multi-task and prioritise workload. To be able to work on own initiative knowing when to refer matters. To be professional, calm and able to work under pressure. To be flexible & work autonomously and give attention to detail To be sensitive to patients and staff and their needs and be approachable, committed, reliable and polite. To be able to be communicative - verbally and written To be an effective team worker To be committed, reliable, polite and sensitive 		

