

Support Secretary Medway NHS Foundation Trust



Job Description

Role: Support Secretary

Banding: 3

Division: Planned Care

Responsible to: Team Leader / Service Manager

Accountable to: General Manager

Job Purpose:

The post holder will work as part of the Department to provide a medical typing service to all the clinical teams and where necessary to other Specialities as required and in accordance with backlogs. Day to day workload will be supervised by the appropriate team leader.

The fundamental role is to ensure that clinics are audio-typed within agreed timescales, as set out in the service level agreements.

The role will involve working with a range of staff across the Department and other Specialities. Excellent communication and interpersonal skills, the ability to work under pressure and the ability to work flexibly are essential.

Key Responsibilities:

To accurately complete the audio-typing of the clinic within agreed turnaround times.

To audio-type all clinics under the agreed template for the directorate to ensure uniformity of letters.

To ensure the enclosures indicated by the clinician on the audio tape are sent out with the appropriate letter(s).

To be responsible for sending out and distributing clinic letters.

To ensure any amendments/ corrections returned from the clinical teams are processed in a timely fashion to ensure that delays do not occur in the patient pathway.

To ensure patient records are accurately maintained on PAS (OASIS), and any other relevant system(s) or databases, ensuring that patient demographics details are correct

To check the clinic has been cashed up and the treatments status code and outcome code have been correctly inputted by the reception staff and escalate where appropriate as directed by the Team Leader.

To ensure there is effective and robust communication, liaising with Pathway Co-Ordinators, Team Leaders, Service Manager, and any other colleagues, including escalation of any issues as necessary.



To ensure that filing of all loose correspondence is carried out at the time of typing and that the files are kept in good order as detailed in the Trust Health Records Policy.

To maintain the case note tracker system ensuring all notes are correctly tracked as Case note tracking AGN.

To assist in the introduction and use of new technology and implement office procedures for the specialities.

To train staff in new technology and procedures if required.

To participate in team meetings and work with Team Leader(s) and Service Manager on service development.

To provide support for clinical specialty teams as directed by the Team Leader(s) or Service Manager.

Any other duties as directed Team Leader(s) or Service Manager.

Key Working Relationships:

Internal	External
Mangers within the Planned Care Division Clinicians and administrators of urology team Colleagues within MFT Other areas within MFT Other sites within MFT	Other NHS Organisations Carers, relatives, members of the public Agency staff

Main Conditions of Service

Registered Health Professional

All staff who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements. All registered professionals must maintain registered in line with the Trust Professional Registration with Regulatory Bodies Policy.



Our Vision and Values

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

Bold

Every Person Counts

Sharing and Open

Together

We are *inspiring* and *ambitious*

We are *respectful* and *supportive*

We are *open* and *speak up*

We are inclusive and responsible

Our Trust is a great choice for people who want to develop their career in an ambitious environment. Our employees are able to choose the coverage and supplemental benefits that best fit their needs and those of their families.

We are committed to endorsing diversity, multiculturalism, and inclusion; our policies / procedures ensure that all applicants are treated fairly at every stage of the recruitment process.

eRostering

Roles with budgetary responsibilities for e-rostering have had these responsibilities included in job descriptions

Mandatory Training

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

Quality Assurance

The Medway NHS Foundation Trust has adopted comprehensive quality assurance, and all members of staff employed by the trust are expected to play their part. The aim is to provide a good quality service, which the customer accepts is appropriate and which is provided in the best possible way.

Health & Safety

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal Opportunities

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and



near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Infection Prevention and Control

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

Information Governance

Staff is required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient Experience

Staff should ensure that they help to create a positive patient experience at all stages of a patient's interaction with the hospital and help to improve the patient experience within the hospital environment.

Safeguarding Children and Vulnerable Adults

The Trust is committed to the protection of children, young people, their families and vulnerable adults accessing its services. Promoting the message that "safeguarding is everyone's business" is vital to ensure our patients are protected and safe from abuse. To this end you must comply with Trust's and the Kent and Medway Safeguarding Board's policies on safeguarding children, young people and vulnerable adults.

All staff no matter where they work or which age group of patients they work with must be aware of their responsibility to act when they feel a child, young person or vulnerable adult has been or is at risk of abuse.

Disclosure and Barring Service

The position you have applied for may have been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* [the Exceptions Order] and, in certain circumstances, the *Police Act 1997*. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

Uniform

All staff must adhere to the Trust Nurses/Midwives Uniform Policy



Job Description

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Smoke Free Medway

Medway NHS Foundation Trust is a smoke free site. This means that smoking is completely prohibited in all Trust buildings, grounds and car parks. This will ensure that the hospital is a better place to work and for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805.



Staff Networks

LGBT+ Staff Network

Staff (Dis)Ability Network

Armed Forces Network (for staff who are Reservists and Veterans)

Black, Asian and Minority Ethnic (BAME) Staff Network



Staff Benefits Information

The Trust has worked hard to offer the **Best** of the benefits to our staff, the **Best** of people. By following the link before you will find our staff benefits handbook which provides you with a large selection of benefits available.

<https://view.pagetiger.com/Benefits-Wellbeing/currentstaff>



Our Commitment

We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities.

As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff.

Talent Management and Skills Coaching

All staff at Medway NHS Foundation Trust will have the opportunity to undertake talent and coach sessions held with our Organisational Development Team. This will be supported through the talent management process.

Flexible Working Opportunities

At the NHS, we are reminded every day of how important life is. As a flexible working friendly organisation, we want to be sure that you can work in a way that is best for us and for our patients, and for you. Speak to us about how we might be able to accommodate a flexible working arrangement whether that's job share.

Applications are welcomed from applicants who wish to apply for a position on the basis of a smarter or flexible working arrangement. Where candidates are successful at interview, such requests will be taken under consideration and accommodated where the needs of the service allow.



Best of care
Best of people



Person Specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Role: Support Secretary

Qualifications	<p>Educated to GCSE level including English or equivalent qualification/experience</p> <p>Qualification in audio-typing or proven experience of audio-typing within a healthcare setting</p>
Knowledge	<p>Computer literate including ability to use Microsoft packages such as Excel</p> <p>Maintenance of patient confidentiality at all times</p>
Values	<p><i>Exhibits behaviours in line with Trust Values:</i></p> <p>Bold <i>We are inspiring and ambitious</i></p> <p>Every Person Counts <i>We are respectful and supportive</i></p> <p>Sharing and Open <i>We are open and speak up</i></p> <p>Together <i>We are inclusive and responsible</i></p>
Experience	<p>Proven experience of using Medical Terminology</p> <p>Previous office experience</p>
Skills	<p>Good communication skills – written and verbal</p> <p>Good interpersonal skills</p> <p>Good organisational skills, self-motivation, drive for performance and improvement, reliable and flexible in approach and attitude</p>
Other Attributes	<p>Ability to work on own initiative and to work within a team</p> <p>Has the ability to adapt to challenging and changing situations/demands and able to support colleagues</p> <p>Strong sense of commitment to openness, honesty and integrity in undertaking the role</p> <p>Attention to detail</p> <p>Flexible and adaptable to change to meet the needs of the service.</p> <p>The vision and focus to continually strive to improve the service for our patients is a key attribute for this, and any role at the Medway NHS Foundation Trust</p>



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