MEDICAL SECRETARY PERSON SPECIFICATION

Post Title: Medical Secretary

Group/Department:

AFC:C0274

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Experience Specify the relevant experience required to be competent in role.	Relevant medical secretarial experience (or AMSPAR)	Application form		
Qualifications Specify the qualifications required to be competent in role:	 RSA II Typing/Word Processing or equivalent GCE/GCSE English or equivalent, Grade C or above. AMSPAR Diploma (or relevant experience) 	Application form\certificates	 RSA III Typing/Word Processing or equivalent. Audio Typing qualification. Shorthand qualification, 60 wpm or above. 	Application form\certificate
Personal Qualities .	 Able to work as part of a team. Ability to manage own workload and work on their own initiative, taking appropriate action as necessary in the absence of the Consultant/Manager Able to work under pressure whilst remaining calm and approachable. 	Interview		
Management / Supervision / Coordination skills Specify the level/type of skills required:	 Strong organisational skills. Ability to maintain complete and accurate record systems. To co-ordinate your own work flow and to assist with the co-ordination of workflows for temporary/new members of staff. 	Application form/interview.		

Written skills Specify the level of written skills, requiring the use of English, routinely required by the postholder	 To be able to follow written instructions in English. To be proficient in reading and writing To be able to write clear, concise messages involving complex medical terminology. Good standard of written communication. Ability to draft medical and non medical letters on behalf of the medical team. 	Interview\ typing test\application form.	To prepare departmental meeting documentation and produce clear, concise minutes.	
Communication/Verbal skills Specify the extent and frequency the post holder will be required to use a range of communication skills. Specify the main type(s) of	To be able to speak, receive and issue instructions in English without risk of misunderstanding. To be able to communicate with all levels personnel including medical professionals, patients and outside agencies. To comprehend complex instructions containing medical terminology. To be able to relay clear, concise messages containing medical terminology without risk of misunderstanding. Frequent Face to face contact. Telephone Contact.	Interview		
communication the post holder will be required to use.	Internal and external meetings			
Knowledge	Competency in Medical terminology.	Typing test	Conversant with Microsoft	Typing test
	A specific understanding of the confidential nature of the work in hand.	Interview	Office Knowledge of patient databases	Application form

	Ability to adhere to NHS contracting deadlines. To be able to correctly layout documents and make grammatical corrections as necessary.	Interview Typing test		
Physical skills	 Have an accurate typing speed of 60 wpm. To be able to record messages, medical information and test results accurately. Manual handling of patient records. 	Application form\certificates \typing test.	Shorthand/Medical Shorthand 60 wpm.	Application form\Interview
Mental Effort	 Be able to deal with frequent telephone enquiries. Ability to maintain concentration over prolonged periods of time whilst coping with frequent interruptions. Able to maintain composure in difficult situations. 	Interview		
Working Conditions	To be aware of the possibility of working in an environment with unpleasant smells or in a noisy/dusty/hot environment.	Interview	To be aware of the possibility of being exposed to difficult situations that may result in verbal aggression.	Interview
Emotional Effort	To be able to deal with patients and relatives in a sensitive and sympathetic manner at all times, including when requesting urgent attendance at clinic or cancelling procedures at short notice.	Interview		