

Greater Manchester Mental Health NHS Foundation Trust

Job Description

Post Title	Medical Support Secretary
Band	Band 3
Directorate	Wigan Community Admin
Location/Base	Pennington Unit, Leigh Infirmary
Responsible to	Business Admin Manager
Accountable to	Operations and Performance Manager
Job Summary/Purpose <p>To support the medical secretary in providing a comprehensive administrative service to the medical teams with Wigan SCMHT.</p> <p>You will be a well organised and experienced secretary with knowledge of medical terminology. You will ensure all consultants and clinicians within your role are organised and equipped to fulfil their responsibilities. Duties will include minuting of MDT, typing of medical and other correspondence, actioning any requirements identified in minutes/typing, along with coordinating clinical activities for all SCMHT.</p>	

Main Duties & Responsibilities

Heading	Duty/Responsibility
Responsibility to Patient Care	<ul style="list-style-type: none"> • Undertake audio/clerical duties for your consultants, including minute taking, clinical letters, reports, discharge correspondence and clinical activity data inputting. This may include administrative support relating to consultant tutorial work. • Provide first point of contact for written and telephone enquiries on behalf of your consultants, using judgement to establish validity and priority of the contact. • Deal with any admission enquiries using judgement and observing patient confidentiality at all times. • Liaise with General Practitioner's regarding clinic and domiciliary visits. Liaise with outside agencies, including Social Services, Coroner's Office, other hospitals, general and geriatric, medical services, clients and their relatives using their knowledge and judgement of any given situation. • Liaise on behalf of your consultants with multi-disciplinary team members with regard to requirements for joint outpatients' work/care programming activity. • As directed by your consultants, record activity onto appropriate medium meeting all required deadlines. • Track all service users from referral to discharge ensuring all appointment and correspondence are within local and national targets. • Ensure all discharge notification and summaries are generated and sent to General Practitioner within agreed timeframes.

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Planning and organising	<ul style="list-style-type: none"> • Receive and distribute mail on a daily basis as required using judgement and experience to ensure test results and key information is brought to the attention of the appropriate medical staff. • Plan and organise appointments in both the clinical diary systems and outlook diary systems and arrange travel / accommodation on behalf of your consultants when required. • Arrange visits and meetings as required using judgement and experience to act in emergency cases. • Ability to prioritise tasks.
Analysis and Data Management	<ul style="list-style-type: none"> • Maintain the highest standard of confidentiality with regards to information concerning clients/staff at all times. • Maintain and update patient's records and filing systems, involving the use of the electronic database and the Trust Paris Systems. • Provide activity figures on behalf of the Service to other departments within the Trust as directed. • Ability to use word processing package to a high standard. • To provide analytical data to the service as and when required. • To validate all data quality reports for your service and update the EPR system as required.
Partnership Working	<ul style="list-style-type: none"> • To adhere to the Code of Conduct for Administration Staff. • Provide cover for colleagues during times of sickness and annual leave. • Willingness to work as part of a team, in particular attending regular administrative meetings to encourage effective communication within the team. • Willing to work within Trust policies, procedures, and guidelines. • Prepare to develop according to the needs of the Service and self. • Provide cover for other services dictation as and when required for the Salford directorate. • Any other duties commensurate with the grade.
Health and Safety	<ul style="list-style-type: none"> • To take responsible care for the health and safety of the post holder and others affected by their actions. • To work and use all equipment in accordance with safe operating procedures and Trust's code s of practice. • To report all accidents, incidents, and omissions to the manager. • To attend all training identified as being appropriate by the line management team.
Freedom To Act	<ul style="list-style-type: none"> • To support and attend training identified as being appropriate by the line management teams. • To work within Trust policies and procedures.

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	<ul style="list-style-type: none"> To be guided by precedent and occupational procedure. Priorities are set but post holder will manage own workload, and work independently.
Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage	<ul style="list-style-type: none"> To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. To understand and comply with all Trust policies, procedures, protocols, and guidelines. To understand the Trusts Strategic Goals and how you can support them. To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles. To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors, or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. To ensure their day-to-day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. Take reasonable care of the health and safety of yourself and other persons. To contribute to the control of risk and to report any incident, accident or near miss. To protect service users, visitors, and employees against the risk of acquiring health care associated infections. To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.

Further Information for Postholder(s)

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This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders' period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Person Specification

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Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed – AP = Application form IN = Interview OA = Other Assessment
Education / Qualifications - to be able to complete the duties as laid out on the Job Description		
Relevant level 3 competency-based qualification (such as RSA or NVQ), demonstrable previous office experience or equal demonstrative experience.	<ul style="list-style-type: none"> IT related qualification. 	AP
Experience - to be able to complete the duties as laid out on the Job Description		
The post holder should have experience with: <ul style="list-style-type: none"> Use of VDU. Working in a confidential environment Use of office equipment. Typing 	<ul style="list-style-type: none"> Medical terminology. Contact with patients / service users. Audio typing. 	AP IN
Knowledge - to be able to complete the duties as laid out on the Job Description		
The post holder should have knowledge in regard to: <ul style="list-style-type: none"> The Data Protection Act. Patient Confidentiality. 	<ul style="list-style-type: none"> Use of EPR systems. Use of office equipment. 	AP IN
Skills and Abilities - to be able to complete the duties as laid out on the Job Description		
The post holder should be able to demonstrate: <ul style="list-style-type: none"> Effective time management skills. The ability to prioritise tasks. An excellent telephone 	<ul style="list-style-type: none"> Patient administration background Knowledge of the Paris system. Advanced keyboard skills. 	AP IN

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manner. <ul style="list-style-type: none"> • Outstanding communication skills. • Appropriate keyboard skills. • The ability to navigate IT systems, inc. Excel, Word and PowerPoint. 		
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> • There is an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role. • Use of VDUs for a lengthy period of time. 		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

Drawn up by:

Designation:

Date: